

## 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, Barooga, Batlow, Berrigan, Bland, Coolamon, Cootamundra, Corowa, Culcairn, Finley, Gundagai, Henty, Holbrook, Howlong, Jindera, Junee, Leeton, Mulwala, Temora, Tocumwal, Tumbarumba, Tumut, and the Mobile Library.

**Member councils** are councils that are signatories to the RRL Deed of Agreement.

An item is **overdue** when it has not been returned on or prior to its due date. When an item becomes overdue the members borrowing privileges are revoked.

An item is **long overdue** when it has not been returned 21 days after the due date at which point the borrower is restricted from borrowing further items or accessing eResources.

A **lost item** is deemed to be “lost” when a borrower reports it as being unable to be found, stolen, or it is not returned for a period greater than 42 days at which point the borrower is issued an account for the replacement cost of the item(s).

An item is considered **damaged** when it is returned in such condition that the item is unable to be returned to lending stock and requires the purchase of a replacement copy. 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 2018](#).

### 1.5 Related Documents

RRL Customer Service Charter and Customer Code of Conduct

RRL Fees and Charges Schedule

RRL Membership Policy

For detailed information related to copyright see [Copyright Act 1968](#).

## 1.6 Responsibilities

RRL members, 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 and Revision Requirements

This policy will be reviewed annually in line with objectives in the RRL Strategic Plan.

Progress of policy reviews will be reported biannually.

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

## 2 POLICY CONTENT

### 2.1 General Principles of the Customer Lending Policy

#### 2.1.1 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
- eResources (eBook, eAudio, eMagazines, downloadable music, 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 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 prior to them becoming overdue.
- 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, etc.)	30	28 days	2 x 14 days
eResources	Vendor dependent	Vendor dependent	Vendor dependent

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 on library premises. These items include but are not limited to:

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

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

### 2.2.3 Loan restrictions by membership category

Some membership categories carry restrictions on number of physical loans, access to eResources and membership expiry. See table below:

Membership Category	Expiry Period	Physical Loans	Access to eResources	Can Reserve Items	Fee
Visitors & Non-Residents	12 months	4 items	No	Yes	\$35.00
Reciprocal Members	12 months	4 items	No	No	Free
Wahgunyah, Yarrawonga & Cobram Residents	Perpetuity	4 items	No	Yes	Free

### 2.2.4 Overdue Items

Borrowing rights are revoked when items become long overdue and/or fees and charges on the members' record reach \$40.00.

Overdue notifications will be sent to the library member at intervals of 10 days, 21 days and then 42 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 for the first notice, however the second and third notices will be sent via mail.

### 2.2.5 Renewal of items on loan

Library items can be renewed a maximum of 2 times (please see [2.2.2 Default 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 logging into the online catalogue. Members utilising the online catalogue will be required to enter their library card number along with their password.

### 2.2.6 Reservation of library material

Library materials which are available for use can be reserved by library members – this includes items that are currently on loan. Up to 10 items can be reserved at any given time.

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 **14** 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.

### **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 search 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). This charge is applicable regardless of whether an item can be sourced. Higher costs may be incurred for items requested from public libraries that are not signatories to the Reciprocal Membership Agreement 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 the 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 will have their borrowing rights revoked 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 or damaged items may be made in certain circumstances (Natural Disaster, Victim of Crime, Member Deceased, or other extenuating circumstances as approved by respective Council's General Manager).

### **2.2.9 Responsibilities**

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

## **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 [Library Act 1939](#).
- Access to online library services and Internet facilities.
- Confidentiality in accordance with the [Privacy and Personal Information Protection Act 1998](#).

## 2.4 Amendments

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

## 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](#).

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Revision number	Issue Date	Executive Council Resolution	RRL Advisory Committee Meeting Date
1	June 2010	August 2010	June 2010
2	January 2014	May 2014	March 2014
3	January 2018	June 2018	March 2018
4	July 2024	June 2024	March 2024
<b>This document is to be reviewed annually.</b>			