



# NAMBUCCA VALLEY COUNCIL LIBRARY MANAGEMENT LOANS POLICY: G18

## *Our Vision*

Nambucca Valley ~ Living at its best

## *Our Mission Statement*

'The Nambucca Valley will value and protect its natural environment, maintain its assets and infrastructure and develop opportunities for its people.'

### **1.0 Policy objective**

The policy has a number of aims and objectives:

- 1.1 Promote freedom of information;
- 1.2 Ensure equal access to library materials and information for members;
- 1.3 Ensure the member understands their responsibilities when using the library resources;  
and
- 1.4 Safeguard library resources.

### **2.0 Related legislation**

NSW Library Act 1939  
Library Regulation 2010

### **3.0 Definitions**

|                          |  |
|--------------------------|--|
| <b>Borrow</b>            | Use of a library item, with an obligation to return it by the due date without damage; includes use of public access computers   |
| <b>Charge</b>            | An amount applied for lost or damaged items  |
| <b>Due Date</b>          | Refers to the date recorded by Nambucca Valley Council Libraries when a lent item is required to be returned to the Library  |
| <b>Fee/Fine</b>          | An amount applied for overdue items  |
| <b>Item</b>              | Refers to any article regardless of physical form, that is part of the Library collection; includes books, magazines, videotapes, CDs, DVDs, cassettes or any other recorded material; microfilm, microfiche, toolkits |
| <b>Library</b>           | Refers to the Nambucca Valley Council branch libraries at Macksville or Nambucca Heads   |
| <b>Library Member</b>    | Shall mean a person who has been issued a library card and is entitled to borrow items from the library for which they may incur fines or charges  |
| <b>Reciprocal Member</b> | People who are not permanent residents but are current members of another public library   |
| <b>Temporary Member</b>  | People who are not permanent residents and are not a member of another library service   |

## **4.0 Policy Content**

### *4.1 Registration of Members*

All ratepayers and permanent residents of Nambucca Valley Council are eligible to register for free membership to Nambucca Valley Council Libraries (proof is required).

People who are not permanent residents but are current members of another public library may join as a reciprocal member (proof of library membership is required).

(Conversely, where residents of Nambucca Valley Council who are also library members have regular business in other areas, they may join public libraries there as a reciprocal borrower.)

A driver's licence or other photo identification along with proof of current address is required for verification of residency.

An individual who applies for a library card is required to sign the application (in blue or black pen) and accept responsibility for all items borrowed. If a person is unable to sign their name then another person may sign on their behalf. Individuals under the age of 15 require a parent or guardians signature and proof of the guardian's address must also be provided. Cardholders and parent/guardians of junior and young adult members are responsible for all the items borrowed by that member.

Members are required to present their library cards at the circulation counter for the most efficient service. If a member has forgotten their library card library staff may ask to see some identification before issuing items if that person is not personally known to them.

Members details will be checked every 2 years to ensure records are accurate. Inactive cards are deleted every 5 years from library records.

A library card will be issued upon membership, individuals that have lost or damaged their cards are responsible for paying for a replacement card (See Nambucca Valley Council Fees and Charges).

### *4.2 Loan Periods and Renewals*

All material available for borrowing has a loan period of 3 weeks. High demand items may have the loan period adjusted to suit demand. Items may be renewed twice providing there is not a reserve placed on the item.

Renewals may be made by phone, through the online catalogue or in person.

The loan limit per card is 10 catalogued/ bar-coded items.

Borrowing rights may be adjusted to meet individual needs on a case by case basis at the discretion of the library staff.

### *4.3 Overdue Material/Fines*

It is the responsibility of members to be aware of the due date for items borrowed. The late return of library material prevents other users from accessing the material. Fines are charged to encourage the timely return of material.

Fines are charged after the due date at the rate outlined in the Nambucca Valley Council Fees and Charges. Items not returned after 4 weeks past the due date will be considered lost and a letter of demand may be sent as a result. In cases where there may be grounds for waiving fines, the matter should be referred to the library officer in charge. Borrowing privileges will be temporarily suspended when fines owed reach the threshold outlined in the Library Management System, or when notice of "Lost Book/Account" (4 weeks overdue) is registered in the borrowers account.

#### *4.4 Lost or Damaged Material*

Items that are lost or damaged beyond repair must be paid for by the borrower. Payment for lost items includes the replacement cost and a processing fee per item.

#### *4.5 Reservations*

Individuals may reserve 20 items that are currently on loan or held at the other library branch. Reserves may be placed in person, over the phone or via the online catalogue. Notification of availability of reserved material will be made by written correspondence, text message or email. Material awaiting collection will be held for 10 days at the circulation counter. Uncollected material will be made available to the next reserve request or placed back on the shelves.

A reservation request may be cancelled by a member at any time by contacting the library or through the member's account on the online catalogue. Members that no longer require a reservation for a particular item are requested to contact the library as soon as possible. This will enable the library to forward the item on to the next person on the reservation list or return it to the shelves for general lending.

#### *4.6 Inter Library Loans (ILL)*

Material not available at Macksville or Nambucca Heads libraries may be requested through an Inter Library Loan (ILL). Members receiving an ILL must abide by the due dates and any other restrictions that are set by the lending library. An administration fee is applied to each request, is non-refundable, is payable irrespective of whether the member actually borrows the item or not. Any additional charge applied by the lending library will be passed on to the borrower. Payment has to be made before the item is collected from the library. An outline of the Inter Library Loan fees can be found in the Nambucca Valley Council Fees and Charges.

#### *4.7 Return of Library Materials*

The return of library material can be made in person at Macksville Library, 41 Princess Street Macksville or Nambucca Heads Library, 23 Ridge Street Nambucca Heads; or via the post.

### **5.0 Related Procedures or Documents**

Nambucca Valley Council Fines and Fee Waiving Policy  
Nambucca Valley Council Fees and Charges

## 6.0 History

|                           |                               |                      |                          |
|---------------------------|-------------------------------|----------------------|--------------------------|
| <b>Department:</b>        | Community Development         | <b>Last Reviewed</b> | <b>Resolution Number</b> |
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| <b>Approval Authority</b> | Council                       |                      |                          |
| <b>Policy Owner</b>       | Manager Community Development |                      |                          |
| <b>Contact Officer</b>    | Senior Librarian              |                      |                          |
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