



Moreland City Libraries

LOANS POLICY

July 2007

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Introduction

The resources and services of Moreland's library service are for the benefit and use of the whole community. To maximise the efficient operation of services and to ensure equitable access to materials, Moreland City Council 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 or use of facilities.

Access to membership of the library service and the rights and obligations of members are detailed in the *Library Use Policy*.

Policies and procedures relating to use of Internet and email facilities are detailed in the *Public Internet/email Conditions of Use*.

Detailed loans procedures are contained within the Moreland City Libraries Policies, Procedures and Guidelines manuals which are kept at each library service point.

This *Loans Policy* will be available for consultation by library users at all library service points at all times.

Definitions

Council means Moreland City Council.

User means any person, whether or not a library member, who visits a library for the purposes of using library resources and/or facilities.

Member means any user who has fulfilled the requirements for membership of the library and has a current membership card.

Lending Services

Moreland's library service provides access to a variety of resources in different formats and languages. These resources are provided for the entire community for life long learning. The formats for loan include:

- Books
- CD-ROMs
- Compact discs
- Language kits (to learn English and other languages)
- Large print books
- Magazines
- Newspapers
- Talking books
- DVDs and VCDs
- Videos.

Lending materials are provided in 16 languages other than English (LOTE):

Arabic, Chinese, Croatian, French, German, Greek, Hindi, Indonesian, Italian, Maltese, Polish, Serbian, Sinhalese, Spanish, Turkish and Vietnamese.

A variety of materials in different formats are also available to learn English, as well as literacy resources for those whose first language is English.

Library users may also access other services and resources within library buildings, including:

- Photocopying facilities
- Internet access
- Email access
- Personal computers
- CD-ROM access
- Reading facilities for people with visual impairment
- Meeting Rooms
- Study facilities
- Public notice boards
- Audio-visual equipment (available for use by Council Departments and community groups only).

Some of these facilities incur a usage charge as specified in the section on User and Overdue Charges (p.6-7).

Conditions for Lending Items

- In order to borrow materials, users must have and present a current library membership card. Conditions of membership are detailed in the *Library Use Policy*
 - Lost library membership cards must be replaced. There is a charge for lost membership cards
 - Institutional membership is available for Moreland based organisations
 - A single Moreland City Libraries membership card can be used at all five service points
 - Up to 30 items may be borrowed on each membership card
 - Up to six of each of the following items may be borrowed per member - videos, cassettes, CD-ROMs, and compact discs
 - Up to four DVDs and VCDs may be borrowed per member
 - Up to two language kits and ESL kits may be borrowed per member
 - Library materials are loaned for 21 days except for videos, DVDs and VCDs, which are loaned for 7 days
 - Reference, local studies items and current newspapers and magazines are not available for loan
 - A receipt or list of items borrowed is given to library users when borrowing
 - Items may be renewed twice, either by telephone or in person at any library service point, except if an item has already been reserved by another user or if there are overdue charges against the library user's card. This service is not available during downtime of the library computer system. Items may also be renewed online via the library website
 - Borrowers renewing items by telephone should provide their membership number and will need to verify their identity by stating their current address
 - Items will be obtained from other service points upon request
 - Library materials can be returned to any Moreland library
 - After hours book return facilities are available at all service points
 - Telephone enquiries, including information enquiries, may be made by library users
 - Library users may reserve items which are on loan for a charge and will receive written notification upon their availability
 - Library users may request interlibrary loans for a charge and will receive written notification upon their availability
 - Library users may suggest items for purchase, which will be assessed in accordance with the *Selection and Collection Development Policy*
 - Immediate checking of shelves to locate and hold items requested by telephone is available when practical
 - Overdue charges accrue at 20c per day to a maximum of \$5 per item and \$25 per library membership card. An overdue notice is mailed six weeks after the due date. A minimum of \$3 needs to be paid before a patron can borrow any items
 - Any borrower who has a 'long overdue' status against any item needs to return the item or pay the replacement cost of the item. A minimum of \$5 needs to be paid before a patron can borrow any items
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- If a library user has borrowed an item which has been destroyed, lost, stolen or damaged, the library user must pay to Council a sum equivalent to the value, or an agreed portion of the replacement value of the item, including a processing charge. The library does not accept replacement items in lieu of payment. A Statutory Declaration must be obtained for consideration of the waiving of costs
 - If, within 6 months, a lost item is subsequently found and returned to the library with the receipt showing the amount paid for the lost item, the amount will be refunded less a \$5 administration charge.

Enforcement of the Policy

Failure to comply with the conditions of the *Loans Policy* may result in suspension of Library privileges and, if appropriate, referral to the Police for further action.

Library User and Overdue Charges

The following criteria are used when determining or reviewing the appropriateness of any charges relating to use of library and information services:

- Legality with regard to government legislation
- Consistency with conditions for State Government funding
- Consistency with the principles outlined in the Council Plan
- The effect on the efficient delivery of library services
- Consideration of the characteristics and special needs of Moreland's diverse community
- Consideration of consistency with pricing in the wider market place
- The ability of the Moreland community to pay charges
- Consistency with the ALIA definition of 'basic' or 'core' services and 'value added' services (Appendix A).

Usage and Overdue Charges as from 1 July 2007 (including GST)

Overdue charges	20c per day per item
Reservations	\$1.00 per reservation
Interlibrary loans	\$1.00 + fee charged by lending library
Lost membership card	\$2.40
Replacement and repair charges	
• Audio-visual materials (standard repair)	\$6.00
• Damaged book (if repairable)	Cost of rebinding
• Replacement of lost or damaged items	Cost of item + \$5.50 processing fee
Black & white photocopying - Analog	Size A4: 20c per copy Size A3: 40c per copy
Black & white photocopying - Digital	Size A4: 30c per copy Size A3: 60c per copy
Colour photocopying - Digital	Size A4: \$2.00 per copy Size A3: \$4.00 per copy
Black & white computer & Internet print-out	Size A4: 20c per copy
Colour digital print-out	Up to size A4: \$2.00 per copy
Public access PCs (word processing and spreadsheets)	\$1.20 for 28 minutes/ Concession 60c
Computer paper	20c per A4 sheet
Internet access for information	No charge
email/chat line access	No charge
Scanning of local history photographs	
• Digital copy onto CD	\$5.50 per image + freight & handling if required
Booksale items	
• Standard price	55c per item
• 5 books	\$1.10
• Sale bags of books	\$1.10
Library bags [Cotton]	\$2.75
Library bags [Polypropylene]	\$1.75

Confidentiality of Membership Information

Details regarding individual memberships (such as addresses), or the use of services by individuals (such as items borrowed in the past or currently on loan), will not be provided by staff to anyone, except to the actual member upon proof of identity. However, this information will be provided if required by legislation or if formally requested by the Police in writing.

In all cases requests from the Police are to be handled by a senior staff member. In situations where the Police need to contact a library member in relation to recovered belongings waiting to be picked up at a Police Station, library staff will contact the library member and pass on the Police message.

APPENDIX A

AUSTRALIAN LIBRARY & INFORMATION ASSOCIATION (ALIA)

Statement on Public Library Services

ALIA objects addressed

To promote the free flow of information and ideas in the interest of all Australians and a thriving culture and democracy.

To promote and improve the services provided by all kinds of library and information agencies.

Principle

Freedom of access to public library and information services is essential to the democratic process and to the social well-being of the Australian community.

Statement

Each member of the Australian community has an equal right to public library and information services regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.

A public library services its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in any format in order to meet the needs of individuals and groups for education, information and personal development including recreation and leisure.

Public libraries have an important role in the development and maintenance of a democratic society by giving individuals access to a wide and varied range of information, ideas and opinions.

Public libraries serve as a first point of access for information for the general public and for the public's access to the national system of library and information services.

The satisfaction of a person's information needs must be independent of an ability to pay.

Local, state/territory and Commonwealth governments have an obligation to provide public library services to all members of the library's clientele without direct charge to the user.

Australians resident in rural, regional and remote areas should have access to the library and information services they require at a level comparable to that available to Australians who reside in metropolitan areas.

The Australian Library and Information Association believes that public library services have particular responsibilities to monitor and respond to the changing demographic characteristics and trends of their communities, to consult with their communities and to meet information, learning and recreational needs of an increasingly diverse society. Public library services should ensure that they have policies in place to respond to and meet relevant legislative requirements.

[Adopted 2004]

[This policy was approved as Council policy by the Management Executive Group 31 July 2007]