



Moreland City Council

LIBRARY LOANS POLICY

Date Authorised by Chief Executive Officer or Council:	6 July 2021
Commencement Date:	June 2021
Review Date (10 years from authorised date):	June 2031
Responsible Department	Community Development

This policy has been authorised and is included on The Grapevine.

A handwritten signature in black ink, appearing to read 'C. Henderson'.

6/7/2021

Cathy Henderson
Chief Executive Officer

1 INTRODUCTION

The resources and services of Moreland City Libraries 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 from its libraries. 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.

This Loans Policy applies across Moreland City Libraries will be available for consultation by library users at all library service points at all times.

2 CONTEXT

This policy updates the Library Loans Policy dated August 2017 (DSD 6 – CEO approved 27 January 2015).

2.1 Alignment

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

Procedures and conditions relating to the use of computers, Internet, wireless, printing and photocopying facilities are detailed in the *Library Services - Computers, Internet, Wireless, Printing and Photocopying Conditions for Public Use Policy*.

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

Library fees and charges are detailed in the *Library Fees and Charges* which are available at all library service points.

Guidelines for the selection, acquisition and withdrawal of materials are contained in the *Library Services - Selection and Collection Development Policy*.

The implications of the Library Loans Policy have been assessed in accordance with the requirements of the Charter of Human Rights and Responsibilities.

2.2 Organisational Context

The implications of the Library Loans Policy have been assessed in accordance with the requirements of the Charter of Human Rights and Responsibilities. Our services assist to maintain *Section 14: Right to freedom of thought, conscience and belief* through the provision of free access to a range of materials on a range of topics.

3 OBJECTIVES

The Library Loans Policy aims to clarify the conditions by which library members may borrow materials from Moreland's libraries and sets out the implications of not abiding by these conditions.

4 POLICY DETAILS

4.1 Lending Services

Moreland City Libraries provide 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
- DVDs
- Language kits (to learn English and other languages)
- Large print books
- Magazines
- Newspapers
- Talking books
- Games.

Online resources you can download, or access include:

- ebooks
- eaudiobooks
- emagazines and enewspapers
- emovies
- emusic
- encyclopedias
- family history databases
- language learning courses, including English
- online training courses

We have physical collections for you to borrow and take home in languages other than English, including:

- Arabic
- Chinese
- Croatian
- French
- German
- Greek
- Hindi
- Italian
- Nepali
- Polish
- Serbian
- Sinhala
- Spanish
- Turkish
- Urdu

Some online resources give you the ability to translate English language materials into other languages, or provide content originally written in a wide variety of languages from many countries.

Additionally, Moreland Libraries offer materials in a variety of formats, including online resources, to assist in learning English as well as literacy resources for those whose first language is English.

Other services and resources you can use at Moreland libraries include:

Service	Details
Photocopying	Fees payable Library Fees and Charges document .
Computers and internet access	Free, library membership required
Wifi	Free access during library opening hours
Meeting rooms	Bookable via the Council website. Fees payable.
Makerspaces	Creative spaces in the libraries where equipment and programming can be accessed. Library staff can assist you with any queries about these spaces.
Study facilities	Study booths, rooms and desks are available at all libraries without the need to book.
Public notice boards	Available for use by organisations and community groups to advertise activities of a cultural, educational and recreational nature and to provide information about local, state and commonwealth government services. Please see library staff if you have something to display.

4.2 Information about borrowing items

- In order to borrow materials, library users must have current membership of the library.
- If you move or change your contact information, please let us know so we can provide you with better service.
- If you lose your library card, you will need to replace it before you can borrow items or use other library services. There is a charge to replace your library card.
- Other conditions of membership are detailed in the *Library Use Policy*.
- You can use the library catalogue online to check what items are available to borrow.
- You can login to the catalogue using your library card and reserve items free of charge. We will let you know by email or letter when your reserved items are available.
- You can also phone us to check if an item is available to borrow and if it is, we can put it on hold for you.
- You can place a maximum of 10 reservations at one time.
- You can use your library card at any of the five Moreland libraries. You can also have items at one Moreland library sent to another Moreland library for you to collect. For example, you can request a book located at the Brunswick Library be sent to the Glenroy library for you to borrow. There is no charge for this service.
- When you borrow items, the details will appear in your library account. You can also print or email a receipt showing the items you have borrowed.
- If you want to borrow an item that we don't have in our collections, you can ask us to request it from another library outside of Moreland that does have it. This is called an inter-library loan and there is a charge for this service.
- You can also suggest items for us to purchase. We will assess all suggestions in line with the *Selection and Collection Development Policy*.
- You can borrow up to 50 items on your library card. Some items, such as reference books, local studies items and the most current issues of newspapers and magazines, are not available to borrow.
- Some types of items have a limit on how many you can borrow at once;
 - 30 CDs or DVDs
 - 5 Vox books
 - 2 Top 20 books, Top 5 books, games, language kits or ESL kits
- You can borrow most items for 21 days (3 weeks) except for;
 - Magazines – 7 days (1 week)
 - Top 20 and Top 5 books – 14 days (2 weeks)

- You can borrow up to 10 to 50 eaudiobooks at once, depending on the provider, and their loan period ranges from two weeks to three weeks.
- You can borrow up to 6 to 10 ebooks at once, depending on the provider, and their loan period ranges from two to three weeks.
- For operational purposes the quantity, format and loan periods of items that can be borrowed and the number of reservations per membership card can be amended by the Manager Cultural Development under delegation from the Director Community Development. All current details are contained in the Council website.
- When you have borrowed items, they will be automatically renewed for you twice unless they are reserved for someone else or if they are popular items such as a Top 20 or Top 5 book or an In Demand DVD. You also have the option to renew your loans by logging into your account on the library catalogue.
- You can return the items you've borrowed to any Moreland library. After hours book return facilities are available.
- If you borrow an item which becomes destroyed, lost, stolen or damaged, you must pay to Council a sum equivalent to the value of the item, or an agreed portion of the replacement value, including a processing charge. The library does not accept replacement items in lieu of payment. A Statutory Declaration must be obtained for consideration of waiving the costs.
- If a lost item is found after the replacement fee is paid, the replacement fee is not refundable. You may keep the item.
- If you do not return library item/s by the due date and all renewals have been exhausted, you will not be able to borrow more library items or use the public computers at the library until the overdue item/s are returned.
- If you have charges of more than \$50 owing on your library card, you will not be able to borrow more library items or use the public computers at the library until you make a payment to reduce the amount owing to less than \$50.
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4.3 Enforcement of the Policy

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

4.4 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 Victorian 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.

4.5 Confidentiality of Membership Information

Moreland City Council is committed to protecting your privacy in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic). For more information visit moreland.vic.gov.au/admin/footer/privacy/

Staff will not provide 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) 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.

5 ROLES AND RESPONSIBILITIES

Party/parties	Roles and responsibilities
Mayor and Councillors	Demonstrate commitment to the principle outlined in the policy.
Executive Management Team	Approve the policy.
Library Leadership Team	Implement, monitor and review the policy in line with the Library Strategy
Library Staff	Implement the policy as appropriate to their role and function.

6 MONITORING, EVALUATION AND REVIEW

The Library Leadership Group and Library staff will monitor the effectiveness of this policy through daily use at Moreland's Libraries. The Library Leadership Group will evaluate effectiveness during the life of the policy as indicated through monitoring and feedback from library staff and the community. Review of the policy will be undertaken by the Library Leadership Group prior to the review date and approval will be sought from the Executive Management Team

7 DEFINITIONS

Term	Definition
Council	Moreland City Council.
User	Any person, whether or not a library member, who visits a library for the purposes of using library resources and/or facilities.
Member	Any user who has fulfilled the requirements for membership of the library and has a current membership card.

8 ASSOCIATED DOCUMENTS

Library Use Policy - CEO authorised - (D11/133783).

Library Services - Computer, Internet, Wireless, Printing and Photocopying Conditions for Public Use Policy – CEO authorised - (D11/133006).

Library Fees and Charges - CEO authorised - (D09/19086).

Library Services - Selection and Collection Development Policy – CEO authorised – (D08/181653).

Library Display Facilities and Notice Boards Policy - CEO authorised - (D15/36082).

9 REFERENCES

Statement on public library services | Australian Library and Information Association n.d., www.alia.org.au, viewed 16 September 2020, <http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-public-library-services>.