



Loans Policy

Policy Owner	Library Operations Team Leader
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1. Purpose

This Policy sets out the framework for the consistent application of lending and circulation services to ensure that the library service operates efficiently and effectively for the benefit of the whole community.

2. Scope

This Policy applies to all City of Melbourne library service points including access to online collections.

City of Melbourne Libraries (CoML) provide access to a variety of resources in different formats and languages. Formats include books, DVDs, magazines, newspapers, CDs, language kits, large print books, audio books, console games, maker kits and electronic resources.

Lending materials are available in several languages other than English (LOTE): Chinese, Hindi, Japanese and Korean.

3. Definitions

- *Council* means City of Melbourne
- *Library* means a Library belonging to, or under the control or management of, Council and includes the buildings, rooms, offices, passageways, staircases, foyers, meeting rooms, adjacent entrances and sanitary facilities and includes but is not limited to the City, East Melbourne, North Melbourne, Southbank, Kathleen Syme libraries and Library at The Dock.
- *City of Melbourne Libraries* means library services available through the City of Melbourne
- *Customer* means any person, whether or not a member, who visits a Library for the purpose of using any 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
- *Authorised Staff Member* means any person officially employed by Council in the Library

4. Application

This policy applies to all individuals and organisations wishing to borrow materials, including the number of items, the lending period and any associated fees.

5. Policy

All Victorian residents are eligible for membership and short-term membership is available for interstate and overseas visitors. The CoML membership card may be used at all service points. Items may be returned to any City of Melbourne Library. Problems noted on a membership record must either be resolved before new loans are issued or an agreed process negotiated with an authorised staff member to proceed with borrowing. The parent or guardian who was signatory to joining a person under 16 years of age is responsible for all borrowed items.

If a member does not have their library card, they must be able to produce an acceptable form of identification. See Membership Policy.

Lost cards should be reported to City of Melbourne Libraries immediately. Liability remains with the library member until the Library has been notified

Loan Periods, Quotas and Limits

The maximum number of items that can be on loan to a full library member at any one time is 50. This can include any combination of items that are for loan listed in the table below.

Item type	Loan period	Loan limits	Renewal limits
Books	21 days	50	4
Hot Picks books	7 days	50	0
Magazines	21 days	50	4
Language kits	21 days	50	4
ESL	21 days	50	4
CDs	21 days	50	4
DVDs	21 days	50	4
Console games	21 days	3	4
ESL testing	21 days	10	4
Maker kits	21 days	2	0
Accessible equipment	21 days	3	4
Cloud eBooks/eAudiobooks	21 days	10	Varies
BorrowBox eBooks/eAudiobooks	21 days	10 eBooks 8 eAudiobooks	1
Libby eBooks/eAudiobooks /eMagazines	21 days	10 eBooks/eAudio (combined) Unlimited eMagazines	Providing item is not reserved. Magazines unlimited
Kanopy Film streaming	3 Days	5 per month	0
Beama Films Film streaming	Unlimited	Unlimited	Not applicable
Freegal Music downloads & streaming	Unlimited	Unlimited streaming 5 downloads per week 2 Music videos per week (counts towards download total)	Not applicable
Reference, local history, newspapers & current issue magazines	Not for loan	Not applicable	Not applicable

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Unverified (i.e. proof of address not yet provided) members may borrow a maximum of 2 physical items and have access to eResources.

Institutional/organisational members may have up to 50 items per membership card.

R-rated material may only be borrowed by members who are 18 years of age or over. MA (Mature Audiences) material may only be borrowed by a member 15+ years of age.

A library member cannot borrow additional items until overdue items are returned, renewed or declared lost.

Interlibrary Loans

Print material or talking books which are not available in the collection, do not meet the guidelines of the Collection Development Policy or cannot be purchased as they are out of print can be requested on Interlibrary Loan (ILL) from other libraries in Australia.

There is a limit of two ILL requests per member at any given time.

There is no charge for items borrowed from Victorian public libraries. A standard charge of \$32.00 will apply for any items which incur a direct charge, usually those which are requested from university or special libraries.

Renewals are not available.

Members who have charges over \$10, have overdue items, lost Interlibrary loans on their record, or who have failed to collect previously ordered material, are not permitted to request other ILLs until the matter is resolved. Unverified, Internet only, or Online eLibrary members may also not request Interlibrary loans.

Reservations

Members may have a maximum of 20 items reserved at any one time. Members may place, cancel or suspend reservations via the library website or app. Staff will also accept reservation requests or cancellations from customers via phone or in person. Reservations ready for pickup will be kept on the reservations shelf for seven days.

Some collections have reservations limits due to the popularity of the collection. These are subject to change with demand.

Reservations may be cancelled by authorised Library Staff if the reservation cannot be satisfied. This may be as a result of the title not being published or as a result of the item being no longer available and out of print. Library customers will be notified when a reservation is cancelled.

Reservation notices are communicated to library members by SMS text or email messages. A reminder will be sent 4 days after the initial notice. Members without mobile phones or email accounts will be sent printed notification by mail.

Renewals

Most library items available for loan may have 4 renewals except if an item has already been reserved by another member or if the member has been suspended or barred.

Renewals may be made in person, via the library website or app, at any library service point, or by telephone.

Renewals are calculated for the relevant loan period from the date the renewal is made.

Hot Pick items cannot be renewed.

Items that have been reserved by other members cannot be renewed.

Renewals are not available during downtime of the Library Management System.

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Advanced Reminder Notices

Members have the option of requesting an emailed reminder. As a courtesy, a notice will be sent to members prior to the borrowed items due date(s). The frequency of these reminder notices may be changed in the OPAC to be sent three, five or seven days. Advanced reminder notices are only available by email and should not be considered as a courtesy due date reminder. The onus remains with the borrower to return items by the due date.

Overdue Notices

As a courtesy, members will be notified of overdue items by email or mail. Reminder notices are sent for all materials seven days after the item is due, and again after three weeks.

Overdue notices will be received in the following formats:

Notices type	When to send	Methods
Loan reminder	3 / 5 / 7 days before the due date	email
1st overdue notice	1 day after the due date	email
2nd overdue notice	7 days after the due date	email / SMS / mail
3rd overdue notice	21 days after the due date	email
4th overdue notice	42 days after the due date	mail

Debt Recovery

Matters relating to outstanding library loans may be referred to an appointed debt recovery company. Once the matter has been referred to a debt recovery company customer enquiries can only be resolved by that company.

Lost Cards

Lost cards should be reported to City of Melbourne Libraries immediately. Liability remains with the library member until the Library has been notified.

Lost and Damaged Items

In the event that library property is not returned, destroyed or damaged, a charge up to full replacement value may be applied. Lost book charges are based on the depreciated value of the item. CoML will not accept a replacement copy of a lost or damaged item under any circumstances. No refunds are given if a lost item that has been paid for is subsequently found, however the member may keep the item.

Water damaged items

It is not possible to return water damaged print material to library shelves for re-use. There is a significant risk of mould quickly spreading through collections. These will be charged as damaged items.

Audiovisual Items

CoML accepts no responsibility for damage claimed to have occurred to equipment as a result of playing material borrowed from the Library.

Items without a barcode or not on the Library Management System

If the item(s) to be borrowed do not have a barcode or do not appear on the Library Management System, authorised library staff will determine if the item can be loaned.

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Partial Check-ins

A message will be forwarded advising the member that the full complement of the borrowed item(s) was not returned and request a return as soon as possible. Library staff may try to reach the patron by telephone advising them of partially returned items.

If it is not possible to reach the patron by telephone, a note will be included on a member's record advising of any partially returned items.

If all components of the item are not returned the depreciated price of the whole item will be charged.

Claims Returned / Claims Never Borrowed

A member may declare that an item was returned or never borrowed. If the item is not found (i.e. library staff have checked and the item cannot be found), the member will be offered the option of either signing a Statutory Declaration form (provided by CoML) or paying the depreciated price of the item.

Completed statutory declaration forms need to be witnessed by an authorised person and returned to the Library within 28 days of dispatch. On presentation of the completed and appropriately witnessed form fees will be waived.

Members need to fill in the statutory declaration form or pay for items before any other items can be put to "Claims Returned".

For members under the age of 16 years, parents/guardians must be the signatories on the declaration forms and are responsible for ensuring the appropriate person has witnessed the form.

6. Member Charges

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

- Compliance with legislation;
- Consistency with conditions for State Government funding;
- Consistency with the principles outlined in the Council Plan;
- The effect on the efficient delivery of services;
- Consideration of the characteristics and special needs of our diverse community;
- Consideration of consistency with pricing in the wider library industry;
- consistency with the definition of "basic" and "value added" services as defined by Local Government Victoria (Department of Planning and Community Development [Attachment 2])

7. Responsibilities

Members must comply with the terms and conditions for lending items as detailed in this Policy. Failure to do so may result in suspension of Library privileges and, if appropriate, referral to the police or debt collectors for further action.

8. References

Membership Policy
Internet/email Policy
Venue Hire Policy
Community Noticeboard Policy

DEFINITION OF BASIC AND VALUE ADDED SERVICES

All individuals need to have access to the information which will satisfy their personal needs. Local government authorities have an obligation to provide basic public library services free of charge.

Basic Public Library Services

Basic public library services are those which:

1. Provide free entrance to the library;
 2. Provide access to the library's information resources, regardless of the format in which material is held, and including print, tape, disk, CD ROM and networked electronic resources;
 - Free access to networked information resources must be provided at each library branch to a level sufficient to meet a reasonable volume of demand. Because circumstances differ from one library to another, a formal quantitative benchmark has not been developed.
 - Libraries may charge for some forms of Internet use, where the nature of the use is not primarily focused on information. Such uses include receiving and sending e-mail, Internet chat, game sites and financial transactions. If a library decides to charge for these facilities, it can determine the level of the charge.
 - *In order to meet equity, disability and related requirements, libraries must consider providing more liberal access to some members.*
 3. Provide assistance with the use of the collection and with reference enquiries;
 4. Provide training in the use of public access catalogues;
 5. Lend items from the collection to members of the public for specific periods of time;
 6. Educate the public in the effective use of public libraries;
 7. Provide special programs such as story-telling;
 8. Provide any additional service which enables access to other basic services (For example, books on wheels services and bulk loans).
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Other Services

Libraries sometimes charge for services which provide greater ease of access, convenience or private benefit, and which may attract additional costs to the library service provider. These services are distinguished from the basic services listed above. They may have a higher level of value added by the library. Other services include:

1. Use of remote online resources where access is only obtainable by payment of a specific per use charge, but excluding use of online resources which are paid for by subscriptions, site licenses or other non-use based charges;
2. Providing access to loans from collections outside the public/State library network, such as academic, government or special libraries;
3. Reserving specific items in library collections;
4. Providing printed or electronic copies of materials held or accessed by the library;

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5. Providing for public use standard office software, such as word processing and database software;
6. Requiring staff to undertake research, to write reports, or to provide other high level support;
7. Providing any service which attracts an external service charge, eg on-line database searching, speakers, theatre performances.

In the case of services not defined as basic, individual library service providers should be free to determine those services which would attract a charge, providing that due consideration is given to the possible impact on neighbouring library services caused by such decisions.

(This definition is based on that developed by the Australian Council of Libraries and Information Services and was endorsed by the Victorian Public Library and Information Network in December 1996. It was modified in May 1999 to incorporate a clarification on access to Internet services).
