2.01.2 Bega Valley Shire Library - Overdue materials

<table>
<thead>
<tr>
<th>Directorate</th>
<th>Community, Environmental and Planning</th>
</tr>
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<tbody>
<tr>
<td>Responsible Officer</td>
<td>Manager Community Connections and Support</td>
</tr>
</tbody>
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Aims

The aims of this procedure are:

1. To enable the Bega Valley Shire Library (BVSL) to regularly account for library items which are Council assets.
2. To increase circulation of library items
3. To make library items accessible to all library members in a timely and equitable manner.
4. To enable the reserve system to operate efficiently.

Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Overdue items</td>
<td>Library materials that have not been returned to any Bega Valley Shire Library branch on or before the due date.</td>
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<tr>
<td>Due date</td>
<td>The date given by the library management system.</td>
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<tr>
<td>Replacement cost</td>
<td>The price of the item given on the library management system plus a $13.00 processing fee for items deemed lost</td>
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The overdue procedure operates as follows

One week after the item is due

- The first reminder notice will be posted or an e-message sent to the library member.

Three weeks after the item is due

- A second reminder notice will be posted or e-messaged to the library member, listing overdue items. The second reminder notice will include the replacement cost(s).
- The member will be asked to return all item(s) or pay the replacement cost(s) (which will be applied at 12 weeks).
- The second notice informs the member that borrowing privileges are suspended until the items are returned or paid for.

Twelve weeks after the item is due

- A third overdue notice will be posted to the library member notifying them that the replacement charge has been applied.
- The item is deemed lost and the replacement charge is applied.
- Borrowers may choose to privately purchase a new copy of the same book and avoid the processing fee. A payment arrangement can be set up and borrowing privileges restored if charges less than $200.
- No renewals on the item allowed. Internet availability for the member is not affected.

When charges exceed $200

- Borrowing privileges are suspended
- No renewals of item permitted
- Computer use is suspended

Inter Library Loans

Borrowers are liable for all charges applied by the lending library, as per the Document Delivery policy.
Fee waiving

Library staff can use their discretion to waive fees in circumstances of financial hardship, disability, personal difficulties or mental health issues. If in doubt, refer to the Library Coordinator for resolution.

Refund of charges

Replacement charges will only be refunded in exceptional circumstances at the discretion of the Library Coordinator.

Disputes

Borrowers may dispute the charges; borrowing privileges will be restored until the matter is resolved by the Library Coordinator

**Overdue Procedure Summary**

<table>
<thead>
<tr>
<th>Item Status</th>
<th>Consequence to member</th>
<th>Library action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 week overdue</td>
<td></td>
<td>First notice sent</td>
</tr>
<tr>
<td>3 weeks overdue</td>
<td>No lending</td>
<td>Second notice sent</td>
</tr>
<tr>
<td>12 weeks overdue</td>
<td>No lending, replacement charge applied, no renewals on the item</td>
<td>Third notice sent</td>
</tr>
<tr>
<td>12 weeks overdue and charges exceed $200</td>
<td>No lending, no renewals on the item, no computer use</td>
<td></td>
</tr>
</tbody>
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