



Upper Hunter Library Network

Overdue Returns Procedure

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Library Overdue Return Procedure

PROCEDURE OBJECTIVES

This procedure is intended to apply to all members of the Upper Hunter Library Network (UHLN).

The aim of the Overdue Return Procedure is to;

- Provide guidance in dealing with item(s) that are not returned within the specified period, otherwise termed overdue.
- Outline the fees and charges for any or all item(s) kept over the specified borrowing period.
- Encourage the prompt return of all reserved item(s) within the specified borrowing period.
- Ensure the equal access and circulation of library stock throughout all members of the Upper Hunter Regional Library Network.

For the purpose of this Procedure: Aberdeen, Cassilis, Denman, Merriwa, Murrurundi, Muswellbrook and Scone are inclusive branches.

PROCEDURE STATEMENT

1.0 FINES

Any member of the UHLN who has overdue item(s) belonging to any branch part of the UHLN will be charged a nominal fee. This fee is outlined in the Fees and Charges Schedule of Muswellbrook Shire Council and Upper Hunter Shire Council.

1.1 PAYMENT OF FINES

Borrowers are responsible for the settlement of any outstanding fines accrued on their UHLN membership/library card. If the member is under the age of eighteen, the parent or legal guardian will be responsible for the payment of all fines and charges. Fines incurred by the borrower can be collected at ANY of the branches included in the UHLN.

2.0 SUSPENSION OF LENDING PRIVILEGES

Lending privileges will be suspended if borrowed items are considered long overdue (after 90 days) and/or replacement charges for long overdue or lost items remain on card.

Borrowers may be permitted to borrow if a payment plan is discussed with the Library Co-ordinator.

3.0 A CLAIM OF A RETURNED ITEM(S)

In the case that a borrower insists that the overdue item(s) have already been returned a 'claims returned' status should be put on each item. The fine will be pending OR placed on hold for a period of 3 months during which the library and borrower are asked to periodically search for the missing item(s). In the event the overdue item(s) fail to appear by the end of the period the library member/card holder will be asked to pay the outstanding overdue fines as well as the replacement and processing costs of the item in accordance with the Library Maintenance system. If the item is found within the library during this time, the fines should be removed immediately from the borrower's card and an apology issued by the Library.

3.1 REFUND CLAUSE

In the event that the item(s) that has been paid for is found within two months of payment, the fine will be refunded to the individual including an apology on behalf of UHLN.

4.0 GRACE PERIOD

A grace period of Thirteen days will be given before any fine shall be issued.

5.0 OVERDUE NOTICES/INVOICES

Overdue notices will be forwarded either by post or electronically according to the following timeline:

Courtesy Reminder – sent to e-messaging enabled customers two days prior to due date

Overdue Notice – sent seven days after due date.

Invoice for payment of Long Overdue Items – sent 120 days following due date.

An overdue fine will be added to the card fourteen days after the due date as set out in the fees and charges schedule for Muswellbrook Shire and Upper Hunter Shire Council's.

6.0 LOST/DAMAGED ITEMS

All borrowers who declare that they have lost or damaged the overdue item must pay any outstanding overdue fines as well as either:

- a. Pay the replacement cost of the item(s) in accordance with the Library Maintenance system per item as well a processing cost found in the fees and charges schedule for Muswellbrook Shire and Upper Hunter Shire Council's.

OR

- b. Provide the library with a suitable copy of the lost item as discussed with the collections librarian as well as the processing cost found in the fees and charges schedules of Muswellbrook Shire and Upper Hunter Shire Council's.

PROCEDURE

This procedure will be available:

- 1) On the Upper Hunter Library Network website.
- 2) In staff procedures manuals.
- 3) As required by library members.

Author; Technical Services Librarian

Date; 6th June, 2016