



**muswellbrook
shire council**

Library Overdue Procedure

LPRO-1

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Procedure Objective

This procedure is intended to apply to all members of the Muswellbrook Shire Libraries.

The aim of the Overdue 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 Muswellbrook Shire Libraries

For the purpose of this Procedure: Muswellbrook and Denman are included branches.

Procedure

1.0 Fees and charges

The Muswellbrook Shire Libraries do not charge overdue fines. Long overdue items will incur an item replacement cost and item processing fee as outlined in the Fees and Charges Schedule of Muswellbrook Shire Council. A library item will be considered 'Long Overdue' when it is 60 days past the due date recorded on the Library management system.

1.1 Payment of fees and charges

Borrowers are responsible for the settlement of any outstanding fees accrued on their membership/library card. If the member is under the age of eighteen, the listed guarantor will be responsible for the payment of all fees and charges. Fees incurred by the borrower can be paid at ANY of the branches included in the Muswellbrook Shire Libraries.

2.0 Suspension of Lending Privileges

Lending privileges will be suspended if borrowed items are overdue by >14 days past the item due date and/or if replacement charges for long overdue, damaged or lost items remain on the member account.

Borrowers may be permitted to borrow following the payment for items outstanding items OR if a payment plan is discussed with the Head Librarian.

3.0 Claims Returned Items

A claims return dispute may be lodged in the case that a Library member insists that the overdue item(s) have been returned. A claims dispute period of 60 days will apply, during which the Library and Library member will periodically search for the missing item and if found, the dispute will be considered resolved.

During this process, the item will be considered checked out by the borrower until the dispute is resolved and a loan extension will be applied by the Library for the duration of the claim period. Regular library loans may continue during the dispute period. In the event the overdue item(s) fail to appear by the end of the period, the library member or guarantor will be asked to pay the replacement and processing costs of the item in accordance with the Library management system. Appeals may be made to the Head Librarian if the Library member disagrees with the outcome of the investigation.

4.0 Overdue Notices/Reminders

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 fourteen days after due date.
- Courtesy Reminder via email or phone call to library members at 30 days following due date.
- Notification of charges for long overdue items – sent 60 days following due date.

5.0 Lost and Damaged Items

Library items considered long overdue will incur replacement fees. All borrowers who have lost or failed to return an item will be responsible for:

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

Policy Reference

Library Membership Policy

Authorisation Details

Authorised by:	Manex
Minute No:	6.1.1
Date:	3 rd June 2024
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Department:	Community Services
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Details History

Version No.	Date changed	Modified by	Amendments made
1.0	23/06/2021	L Allan	Removed UHLN references. Reduced Long overdue status timeframe Reduced Long overdue invoicing timeframe.
2.0	30/04/2024	L Allan	Reduced Long overdue status timeframe Removed reference to Overdue Fines Updated notification schedules