



Gympie & District Landcare Group Incorporated LIBRARY BOOKS POLICY & PROCEDURE

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Approved by: Management Committee 18/10/2019

Purpose: The purpose of this policy is to provide information about accessing and borrowing items from the Gympie & District Landcare Group Incorporated (GDLG) collection.

Scope: This policy applies to all members of GDLG.

Eligibility: GDLG members are registered to borrow from the Library.

Policy: Upon acceptance of a membership application, the member will automatically assume access to the library books for a borrowing period.

Memberships must be renewed at or prior to the renewal date for eligibility to continue.

Members that do not return a borrowed book by the lending due date will be notified and charged a fee as per the penalties clause of this policy below.

General Conditions of Loan:

- GDLG has discretionary power to lend or refuse to lend any item at any time.
- GDLG may alter the loan period of any item at any time.
- Lending periods are for two (2) weeks from the commencement date of the loan.
- GDLG may extend an individual loan period for a member upon request via phone or in person.
- GDLG Members may borrow three (3) books at any one time.
- No person may remove an item from the Library without a proper loan transaction having first been made.
- Membership of the borrower must be confirmed and current.
- GDLG collects borrower information for administrative purposes only. The information collected is confidential and will not be disclosed to third parties without the borrower's consent.
- A borrower is responsible for the safe keeping and return of all items borrowed from the Library and for the cost of repair or replacement of any item damaged or not returned as per the penalties clause policy below.

Responsibilities of Library Borrowers:

- GDLG Members are responsible for maintaining accurate contact details with GDLG. The Administration Assistant email account (admin-assistant@gympielandcare.org.au) is the main channel for communication concerning library borrowing.
- GDLG should be notified immediately of the loss of a borrowed book to avoid further penalties.
- Library borrowers must return borrowed books by the due date of the lending period.

Penalties for Overdue and Lost Items:

- Borrowers are notified of overdue and lost items through an escalating notice cycle which begins with a reminder phone call, followed by an overdue notice and a final invoice notice.
 - A reminder phone call will be conducted within 2 days of the item being overdue.
 - An overdue notice will be sent via email or post within 1 week of the item being overdue.
 - A final invoice notice will be sent via email or post within 3 weeks of the item being overdue and a fee of \$10.00 will accrue on a weekly basis from the original due date until the item is returned.
- Borrowing rights are suspended immediately when the item becomes overdue. Borrowing rights will be reinstated once the items has been returned in the same condition as it was when borrowed and before the overdue item reaches invoice stage.
- When an item/s reaches invoice stage, a penalty will be applied to the Member record whereby they will no longer be allowed to borrow items for the remainder of their membership unless they meet the below criteria to lift the penalty. However, Management still reserve the right to refuse further loans at their discretion, regardless of whether the below criteria is met.

Criteria to lift Penalty:

- To lift the penalty and restore borrowing rights, the borrower must:
 - a) Return all items to the Library or pay the replacement costs for lost or damaged items;
 - b) Pay a \$10.00 borrowing fee for each week the item was overdue. This condition also applies each week if the item was lost and GDLG was not immediately informed.
 - c) Pay a \$30.00 processing fee.

Administration Borrowing Procedure:

- Staff will confirm the Member's membership is current and all contact information is correct.
- Staff will provide a library slip/bookmark with the due date and conditions of loan. These slips are located in SharePoint and will be printed and cut to be handed out at the time of a loan.
- Staff will input the lending information into the 'Register for Borrowed Library Books' located in SharePoint.
- Staff will notify the Administration Assistant of any new loans via email. Additionally, the Administration Assistant will regularly check the library register and will create a calendar notification to follow up overdue items as per the policy above.

Policy Review: Management will monitor the implementation of this policy and report on any strategic and unanticipated implications of this policy to the Management Committee. The policy will be reviewed every 12 months.