

WWCL Customer Lending Procedure

The Wagga Wagga City Library (WWCL) is committed to providing opportunities to satisfy recreation and information needs in a safe and welcoming environment.

Purpose

This procedure outlines terms for the loan, renewal, and reservation of library items, and details what occurs if items are lost or damaged while on loan.

Scope

Wagga Wagga City Library customers and staff.

Procedure Provisions

Membership Agreement

Members of the Wagga Wagga City Library agree to:

- Abide by all WWCL Procedures and any future revisions.
- Pay any outstanding service charges and charges incurred from lost or damaged items.
- Provide up-to-date contact details.
- Return or renew items within the loan period.
- Advise library staff of lost or stolen library cards. Members are responsible for items borrowed on cards that are not reported as lost or stolen.

Default Loan Periods

| Item type | Overall maximum number of items | Loan Period | Number of Renewals |
|----------------|---------------------------------|------------------|--------------------|
| Physical items | 30 | 28 days | 2 (14 days each) |
| e-Resources | Vendor dependent | Vendor dependent | Vendor dependent |

A maximum of 30 physical items at a time may be borrowed with a regular membership. WWCL branch libraries reserve the right to modify loan conditions of any library item.

Some library items and collections can only be used on library premises.

Library items can be returned to any service point of Wagga Wagga City Library, including the WWCL Agile Library Vans.

Overdue Items

Borrowing privileges are revoked when items become overdue and/or fees and charges on the members' record reach \$40.00.

Overdue notifications will be sent to the library member at intervals of 15 days, 29 days, and 44 days after the due date.

Library members will be notified of overdue items by email or SMS.

Renewals

Library items can be renewed by contacting the library by phone, in person, or online. Reserved items cannot be renewed.

Reservations

Library items may be reserved by members, including items that are on loan.

Items may be reserved by phone, in person, or online.

Library members will be notified by email or SMS when reserved items are available to collect.

Reserved items will be held for an allocated time from notification. If the item is not collected within this time, or other arrangements are not made by the member, the item will be returned to general circulation.

Inter Library Loans

Inter Library Loan requests can be made in person, by phone, or online. A fee of \$4.40 applies to Inter Library Loans from other NSW public libraries or other Australian public libraries with which WWCL holds reciprocal lending agreements (please see the WWCL Fees and Charges Schedule). Higher fees may apply for Inter Library Loans from non-NSW public libraries and other institutions such as university libraries.

Lost or Damaged Items

The card holder is liable for replacement costs for lost or damaged items, plus additional processing and administration fees. Parents or guardians are liable for lost or damaged items incurred by members for whom they have agreed to act as guarantor.

Members responsible for lost or damaged items will have their borrowing and reservation privileges revoked until the replacement cost and processing fees owing are less than \$40.

Inter Library Loan materials that are lost or damaged will incur replacement charges as determined by the lending library.

Members are entitled to ownership of the lost or damaged item upon full payment of the replacement and processing fees. Members are not eligible for a refund if the lost item is returned after the replacement and processing fee is paid. Replacement items are not accepted in lieu of payment.

Members can apply for lost/damaged fees to be waived. A fee waiver requires approval by the Library Manager.

Legislative Context

- Library Act 1939
- Library Regulation 2018

Related Documents

- WWCL Customer Code of Conduct and Membership Conditions
- WWCL Fees and Charges Schedule
- WWCL Membership Procedure

References

State Library of NSW, Legislation and Policies.

Definitions

| Term | Definition |
|--------------|--|
| WWCL | Service points at Civic Centre and two Agile Vans |
| Overdue | A physical item that has not been returned on or prior to its due date. |
| Long Overdue | A physical item has not been returned 43 days after the due date at which point the borrower is issued an account for the replacement cost of the item(s). |

| Term | Definition |
|--------------|--|
| Lost Item | A physical item reported as missing, stolen or identified as damaged. |
| Damaged Item | A physical item in such condition that it is unable to be returned to lending stock and requires the purchase of a replacement copy. |
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