

WWCL Customer Lending Procedure

The Wagga Wagga Library (WWCL) is committed to providing the public with opportunities to satisfy both their recreation and information needs in safe and welcoming environments. WWCL library staff appreciate the importance of current, informative and entertaining collections for their clients and as such endeavour to provide relevant collections to their clients.

Purpose

This procedure outlines the regulations for library clients in relation to:

- the terms of loan of library materials
- the renewal of library materials
- the reservation of library materials
- the loss or damage of library materials whilst on loan.

Scope

Wagga Wagga City Library

Procedure Provisions

General Principles of the WWCL Customer Lending Procedure

Lending Statement

The WWCL lending collection may include:

- books
- magazines
- computer software
- CDs
- DVDs
- audio books
- audio devices
- community resources
- digital resources

NB: Access to items is subject to availability at each WWCL service point.

Procedure Criteria

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 as per the WWCL Fees and Charges Schedule
- 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 items may be borrowed on a regular membership card at any one time. WWCL branch libraries reserve the right to temporarily cease loans of particular items, and vary loan times and maximum limits as required.

Items that are not available for loan but can be used on library premises include:

- Items in microform/microfiche/microfilm
- Reference collection
- Local studies
- Current issue periodicals

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

Overdue Items

Borrowing rights 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.

Renewal of items on loan

Library items can be renewed a maximum of 2 times.

Renewal of items not already reserved by another patron may be undertaken either by contacting the library via phone, in person, or online via the WWCL website or WWCL app. Members utilising member services on the WWCL website and/or app will be required to enter their library card number along with their PIN/password.

Reservation of library material

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

Items may be reserved in person, via the library's online catalogue, or by telephone.

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

Reserved items will be held for collection 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.

Lending Inter Library Loans

Interlibrary loan requests for items not held at branches of the Wagga Wagga City Library can be made in person or by phone. A fee of \$4.40 applies to Interlibrary 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 Interlibrary Loans from non-NSW public libraries and other institutions such as university libraries.

Lost or damaged items

The card holder is responsible for payment of replacement costs for lost or damaged items, plus additional processing and administration costs. Parents or guardians are liable for damage or loss of items incurred by the members for whom they have agreed to be guarantor.

Members responsible for lost or damaged items will have their borrowing and item reservation capability blocked until the replacement cost and processing charges are less than \$40.

Interlibrary Loan materials that are lost or damaged will incur fees 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 will not be accepted in lieu of payment.

Application to waive charges for lost items may be made in certain circumstances (Natural Disaster, Victim of Crime, Member Deceased). Waivers require approval by the Library Manager.

Responsibilities

WWCL staff are responsible for implementing this procedure.

Service Statement

WWCL is dedicated to providing relevant, current and accessible information, resources and collections for our community as well as providing safe, welcoming and accessible facilities. WWCL customers can expect:

- Prompt, courteous and accurate service
- Clear and accurate information about library procedures
- Libraries to be open in accordance with advertised opening hours
- Staff with professional expertise and knowledge
- Access to a wide range of library and information services
- Free and equal access to resources and services to all individuals and groups in accordance with the NSW Library Act 1939
- Access to online library services and internet facilities
- Confidentiality in accordance with the Privacy Act 1998

Legislative Context

- Library Act 1939
- Library Regulation 2018

Related Documents

- WWCL Customer Service Charter and Customer Code of Conduct
- 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).
Lost item	A physical item reported as missing, stolen or identified as damaged.
Damaged	A physical item in such condition that it is unable to be returned to lending stock and requires the purchase of a replacement copy. Examples of damaged stock include: mutilation of the item(s); graffitied, soiled from food stuffs or liquids; and incomplete (where integral parts of the item are missing).