

For website

## Changes to Libraries ACT Loans Policy

Overdue library items are an ongoing issue for libraries around the world. We are revising our loans policy with the aim of balancing the need to provide access to library items for all, with the importance of having items returned.

*Insert anchored links for:*

- From 1 March 2014
- Existing fees
- Frequently Asked Questions

### ***From 1 March 2014:***

- Maximum loans per member = 50 items.
- 4-week loan period for all items (except for items in high demand), with the opportunity to renew up to 3 times (excludes requested items).
- A 25 cents per item per day overdue fine, with a maximum cap of \$7 per item. Fines will apply to all membership categories.
- When items are overdue, members will be suspended from borrowing and using library computers.
- When an item is 30 days overdue, it will be deemed lost and an invoice sent for the replacement cost of the item plus a \$6 administration fee per item.
- Changes apply to all memberships.

### ***How will it work?***

- If an item is not returned by the due date members will be suspended from borrowing and using library computers.
- Overdue fines will be charged at 25 cents per item per day up to a maximum of \$7 per item.
- An overdue notice will be sent (email, mail) when an item is 7 days (1 week) overdue.
- A final overdue notice (email, mail) will be sent when an item is 21 days (3 weeks) overdue.
- When an item is 30 days overdue, it will be deemed lost and an invoice will be sent for the replacement cost of the item plus a \$6 administration fee per item.
- If the item is returned the \$6 processing fee and \$7 of overdue fines are still payable.

Day	What happens?
0	Item is borrowed
24	Pre-due reminder notice is sent (email)
28 (4 weeks)	Item is due
29	Item is now overdue - Member is suspended from borrowing and using library computers and overdue fines are charged (25 cents per item per day)
35	First overdue notice is sent (email, mail) (1 week overdue)
49	Second and final overdue notice is sent (email, mail) (3 weeks overdue)
58	Overdue item is now deemed lost and an invoice is sent (email, mail) for item replacement cost plus administration fee per item

### ***How will I know when my items are due?***

Due dates for items are displayed on screen when you borrow or renew them, and printed on receipts.

Library members can check their accounts 24/7 via the library website using their library card number and PIN. (PINs can be obtained at any library branch. For security reasons PINS cannot be given or changed by phone or email).

### ***Return or renew\****

Return or renew\* your library items by their due date to avoid fees and loss of library privileges. Library items can be renewed:

- In person at any library branch.
- Online at [www.library.act.gov.au](http://www.library.act.gov.au).
- By phone 6205 9000.

\* Items which have been requested by another member cannot be renewed.

Library items can be returned using the after-hours return chutes located at each branch.

### ***Courtesy notices we send to you:***

- Pre-due reminder notice (email) 4 days before item is due.
- Overdue notice (email, mail) at 7 days overdue.
- Final overdue notice (email, mail) at 21 days overdue.
- Invoice for lost item (email, mail) at 30 days overdue.
- Notification of request availability (email, SMS\*, mail).

\* SMS notices currently for requests only. The best way to get notices is by email, sign up for email notices in your branch today.

Please note: Non-receipt of notices about library items is not considered a reasonable excuse for not returning or renewing items, or as extenuating circumstances to support requests to waive fees or loss of privileges.

### ***Do we have your current email, phone and address details?***

Up-to-date details are needed to send notices to you. Update your details at any library branch or by calling 6205 9000. You can also change it using the ACT Government change of address form via the Canberra Connect website.

The library's preference is to send notices by email wherever possible as it is quicker and less expensive. Please sign up for email notices in your branch today if you are willing to receive notices this way.

### ***Available 24/7***

Request and renew items and access a wide range of free eResources (including eBooks and Freegal Music) via our website.

Library items can be returned using the after-hours return chutes located at each branch.

### ***Existing fees (applied under the trialled policy)***

\$25 fees will continue to be applied under the current (trialled) policy for items borrowed and due up to and including 28 February 2014, with the new policy starting on 1 March 2014. This provides equitable application of the current (trialled) policy and is fair to those members who have incurred and paid fees under the policy.

There is no longer a \$175 fee for items 84 days (12 weeks) overdue and deemed lost. This was ceased in October 2013. All \$175 fees incurred under the current (trialled) policy will be waived or refunded. Refunds will be processed and a cheque mailed from ACT Government. This process is expected to take approximately two weeks.

Requests to remove \$25 fees which have already received are currently being processed. Notification of the outcome will be mailed/emailed once completed. Please note that this is a manual process and takes some time.

Library members who have difficulty making payments may negotiate payment by installment, at the discretion of the Senior Librarian. However, no further items may be borrowed until the amount is below \$25.

This process does not apply for Home Library Service users.

## ***Frequently Asked Questions***

### **Q. Why are you making these changes?**

Overdue library items are an ongoing issue for libraries around the world. In an effort to address this issue, a trial was implemented in the ACT with changes to the loans policy and associated fees.

The changes coming into effect on 1 March 2014 are the result of an evaluation of the policy trialled from July 2012. The evaluation looked at motivations and barriers to timely return of library items, and the appeal, preferences and likely compliance of members with policies. It included four focus groups organised by a market research company.

### **Q. I have overdue library items. What do I do?**

If you have items that are overdue, you need to return them or renew them. Library items can be renewed up to three times, providing they have not been requested by another member. You can renew items by either contacting the library on 6205 9000, online using 'My Account' at [www.library.act.gov.au](http://www.library.act.gov.au) or at any Libraries ACT branch.

Account details can also be checked using your smart phone at [www.tinyurl.com/actlib](http://www.tinyurl.com/actlib).

### **Q. When will the changes to the Libraries ACT Loans Policy come into effect?**

The changes are effective as of Saturday 1 March 2014.

### **Q. I have more than 50 items on loan. What will happen on 1 March when the 50 item limit starts?**

You will need to return or renew items by their due dates. From 1 March you will only be able to borrow new items, or renew existing items, if you have less than 50 items on loan. You may therefore need to return items to do that.

### **Q. Do the changes also apply to lost or damaged items?**

No. You are still required to pay for lost or damaged items.

### **Q. How do I pay for lost or damaged items?**

All payments for lost or damaged items and administration fees can be made by contacting Canberra Connect on 132281 or online at [www.canberraconnect.act.gov.au](http://www.canberraconnect.act.gov.au)

**Q. I want to renew my items, how can I do this?**

The borrowing period is 4 weeks (28 days), except for high demand items. Library members are expected to return or renew borrowed items by their due date(s).

Library items can be renewed up to three times, unless they have been requested by another member. You can renew items by either contacting the library on 6205 9000, online using 'My Account' at [www.library.act.gov.au](http://www.library.act.gov.au) or at any Libraries ACT branch.

**Q. How do I check if I have items overdue?**

Due dates for all library items are displayed on the screen when you borrow them. They can also be found on your borrowing receipt (this is printed off when you finalise your transaction at the self-checking system). You can also check the status of your items using 'My Account' at [www.library.act.gov.au](http://www.library.act.gov.au), by phoning the library on 6205 9000, or at any Libraries ACT branch.

**Q. How can I receive library notices?**

By registering your email address with Libraries ACT, you can receive your library notices and notifications, including overdue notices directly to your email. Library notices can also be sent by post for those who prefer this method. SMS notices are currently available for requests only. To ensure your details are up to date or to register an email or mobile phone number, please contact the library.

**Q. Does this apply to all members or are there exempt membership categories?**

The policy changes apply to all membership categories except the Home Library Service.

**Q. I'm a senior and I wasn't charged overdue fines previously. Why does this apply to me now?**

Evaluation of the policy trialled from July 2012, including focus group research, indicated the need for equal implementation of the policy for all library members regardless of age or circumstance.

**Q. I don't have the money to pay the fees. What do I do?**

As is the current practice, library members may negotiate a payment plan. When this agreement is made, Libraries ACT will reinstate borrowing privileges and enable members to pay off the debt in installments. To initiate a payment plan please contact the officer in charge at your local branch library.

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## Changes to Libraries ACT Loans Policy

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- [Changes from 1 March 2014 \(#March2014\)](#)
- [Existing fees \(#existingfees\)](#)
- [Frequently Asked Questions \(#loanspolicyFAQs\)](#)
- [Media release](#)

([http://www.cmd.act.gov.au/open\\_government/inform/act\\_government\\_media\\_releases/tamsd/2014/new-loans-policy-for-library-members-from-1-march-2014](http://www.cmd.act.gov.au/open_government/inform/act_government_media_releases/tamsd/2014/new-loans-policy-for-library-members-from-1-march-2014))

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- A final overdue notice (email, mail) will be sent when an item is 21 days (3 weeks) overdue.
- When an item is 30 days overdue, it will be deemed lost and an invoice will be sent for the replacement cost of the item plus a \$6 administration fee per item.
- If the item is returned after it has been deemed lost, the fees payable are: the \$6 administration fee and \$7 of overdue fines.

Day	What happens?
0	Item is borrowed
24	Pre-due reminder notice is sent (available by email only)
28 (4 weeks)	Item is due (except high demand items)
29	Item is now overdue - Members with overdue items are suspended from borrowing and using library computers, and overdue fines are charged (per item per day)
35 (1 week overdue)	First overdue notice is sent (by email or mail)
49 (3 weeks overdue)	Second and final overdue notice is sent (by email and mail)
58 (30 days overdue)	Overdue item is now deemed lost and an invoice is sent (by email or mail) for item replacement cost plus an administration fee per item

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\$25 fees will continue to be applied under the current (trial) policy for items borrowed and due up to and including 28 February 2014, with the new policy starting on 1 March 2014. This provides equitable application of the current (trial) policy and is fair to those members who have incurred and paid fees under the policy.

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Overdue library items are an ongoing issue for libraries around the world. In an effort to address this issue, a trial was implemented in the ACT with changes to the loans policy and associated fees.

The changes coming into effect on 1 March 2014 are the result of an evaluation of the [policy trialled from July 2012](#)

[http://www.library.act.gov.au/how to use the library/library policies/important changes to library overdue fines and notices](http://www.library.act.gov.au/how_to_use_the_library/library_policies/important_changes_to_library_overdue_fines_and_notices)

The evaluation looked at motivations and barriers to timely return of library items, and the appeal, preferences and likely compliance of members with policies. It included four focus groups organised by a market research company.

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**Shane Rattenbury MLA**

MINISTER FOR TERRITORY AND MUNICIPAL SERVICES

MINISTER FOR CORRECTIONS

MINISTER FOR HOUSING

MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER AFFAIRS

MINISTER FOR AGEING

MEMBER FOR MOLONGLO

**E-MAILED**  
17/12/13

Dear

Thank you for your email of 29 October 2013 about library fees and unpaid invoices.

Please be aware that the Libraries ACT loans policy is currently under review.

The rationale of the current loans policy was to encourage the timely return of material and administration fees would only be applied if items were long overdue. Late fines were eliminated and grace periods were offered to cover slight lateness in library returns. The model was to be trialled for 12 months only.

Libraries ACT has recently undertaken a consultative process to evaluate and review the current policy. At the conclusion of the review, it was decided to remove the \$175 fee, which was only applied after items became three months overdue.

The review also recommended other changes which will be made to the current policy in the new year.

Once again, thank you for your feedback and suggestions which will be passed on and considered by Libraries ACT managers.

I trust this information is of assistance and that you will continue to enjoy the services offered by Libraries ACT.

Yours sincerely

Shane Rattenbury MLA  
Minister for Territory and Municipal Services

16 DEC 2013

ACT LEGISLATIVE ASSEMBLY

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CANBERRA