



Tablelands Regional Library Service

Overdue Items Policy

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1. POLICY INTENT

To define the conditions relating to the charging of fines for items returned to the Library after their due date (i.e. overdue).

2. SCOPE

This policy applies to all members of the Tablelands Regional Council Library Service

3. POLICY OBJECTIVES

The objectives of this policy are:

- to ensure the adequate circulation of Library items so that all Library members have the opportunity to borrow items;
- to ensure items on reserve for other borrowers are returned promptly.

4. POLICY STATEMENT

4.1 Overdue Charges

- As per current Library Fees and Charges

4.2 Payment of overdue charge

- Borrowers are expected to pay all charges accrued on their cards.
- The parent/ guardian nominated as the responsible person for a member under the age of 18 years, is deemed responsible for the payment of fines accrued on a minor's card.

4.3 Limit on fines and suspension of privileges

The library limits unpaid fees and charges. If these limits are exceeded the borrower will be suspended and will be unable to borrow further items or use the WiFi or PC/Internet services until the fine is paid in full.

Family members will also be suspended from borrowing or using Wi-Fi or PC/Internet services.

4.4 Overdue notices/invoices

Notices informing borrowers they have overdue items will be forwarded according to the following timeline:

- Friendly reminder notice (email only) - sent 3 days before due date
- 1st Overdue notice - sent 7 days after due date
- 2nd Overdue notice - sent 21 days after due date
- Final Overdue notice - sent 35 days after due date

If long overdue items are not returned within two weeks of the Final Overdue notice, the debt may be referred on to the Library Asset Recovery agent

5. ASSOCIATED DOCUMENTS

- Tablelands Regional Library Service Membership Policy
- Tablelands Regional Library Service Borrowing and Returning Library Items
- Tablelands Regional Library Service Lost and Damaged Items Policy
- Tablelands Regional Library Service Code of Conduct Policy

6. REVIEW

It is the responsibility of the Coordinator Libraries to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed every three years or as required

7. DISTRIBUTION REGISTER

Date	Issue No.	Copy No.	Issued To	Copy Type

This policy is to remain in force until otherwise determined by Council.