



# State Library of Queensland

## Loans and Copy to Libraries Policy

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<b>Maintained by:</b>	<b>Manager, Collection Access</b>
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<b>Next review date:</b>	<b>June 2018</b>

### 1. Document Control

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Version	Approved By	Approval Date	Revisions
01	Executive Group	8 July 2008	
02	Executive Team	30 <sup>th</sup> December 2014	<ul style="list-style-type: none"> <li>• Incorporate National &amp; State Libraries Australasia <i>Lending principles</i> to increase the types of material available for loan.</li> <li>• Updates language to reflect current organisational structure, descriptions and template</li> <li>• Introduces use of Reminder Notice prior to due date</li> <li>• Changes to improve clarity of wording for lending conditions</li> </ul>
03		30 <sup>th</sup> June 2017	<ul style="list-style-type: none"> <li>• Replaces code adopted by the library sector in 2011 with the Australian Interlibrary Resource Sharing Code, November 2013</li> <li>• Updates language to reflect improved functionality provided by the Library Management System, Alma</li> <li>• Incorporates 2017 Content Strategy selection criteria and collections</li> <li>• Incorporates State Library annual asset replacement figures for replacement of lost and damaged items.</li> </ul>

## 2. Authority

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State Librarian and CEO

## 3. Purpose

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State Library of Queensland provides a loan service for the borrowing and copying of items from the State Library collection by Australian and international libraries. The purpose of this policy is to outline the types of items available for loan or copy, and the conditions of supply.

## 4. Scope

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This policy applies to libraries; lending to individuals is governed by the [State Library of Queensland Borrowing Terms and Conditions](#).

## 5. Definitions

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Term	Definition
Audio visual	Digitised audiovisual items, audio or video files available for free download or copy
Closed access collections	Collections located in secure storage at South Bank and Cannon Hill
Document Supply	Service for individuals to order copies of items held in State Library's collections and to order loans and copies held in other libraries
Extraordinary Collection	The Extraordinary Collection showcases material that interprets the physicality and format of the printed book and comprises of collections such as: <ul style="list-style-type: none"><li>○ Australian Art Research Collection</li><li>○ Artists' Books Collection</li><li>○ History and Art of the Book Collection</li><li>○ Lindsay Collection of Pat Corrigan</li></ul> <a href="http://www.slq.qld.gov.au/about-us/corporate/policies/content-strategy/extraordinary-collections">http://www.slq.qld.gov.au/about-us/corporate/policies/content-strategy/extraordinary-collections</a>

ILRS	<p>Australian Interlibrary Resource Sharing Code</p> <p>The ILRS Code of practice supports resource sharing between Australian libraries</p> <p>[<a href="https://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code">https://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code</a>  <a href="http://www.alia.org.au/interlibrary.lending/ilrs.code.html">http://www.alia.org.au/interlibrary.lending/ilrs.code.html</a></p> <p><a href="https://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code">https://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code</a></p> <p>The ILRS Directory provides information on Australian interlibrary loan and document delivery services.</p> <p><a href="http://www.nla.gov.au/ilrs/">http://www.nla.gov.au/ilrs/</a></p>
Information Collection	<p>The Information Collection is developed and maintained as a collection of resources to address the informational needs of Queenslanders and it comprises of:</p> <ul style="list-style-type: none"> <li>○ State Reference Library Collection</li> <li>○ Asia-Pacific Design Library Collection</li> <li>○ Government Research and Information Library e-resources.</li> </ul> <p><a href="http://www.slq.qld.gov.au/about-us/corporate/policies/content-strategy/information-collection">http://www.slq.qld.gov.au/about-us/corporate/policies/content-strategy/information-collection</a></p>
Item	<p>A physical item; e.g. book, magazine, map, music score, film, audio recording, realia, manuscript, etc.</p>
Interlibrary loan	<p>Service for the borrowing and copying of items in the State Library collection by libraries</p>
Memory Collection	<p>The Memory Collection comprises of a wide range of content both contemporary and retrospective that chronicles events, people, places and ideas that continue to shape Queensland. It comprises of:</p> <ul style="list-style-type: none"> <li>○ John Oxley Library Collection</li> </ul> <p><a href="http://www.slq.qld.gov.au/about-us/corporate/policies/content-strategy/memory-collections">http://www.slq.qld.gov.au/about-us/corporate/policies/content-strategy/memory-collections</a></p>
NSLA	<p>National and State Libraries Australasia</p> <p>NSLA represents the National Libraries of Australia and New Zealand, and the State and Territory Libraries of Australia. NSLA libraries work collaboratively to strengthen the information infrastructure in Australia and New Zealand.</p> <p><a href="http://www.nsla.org.au/">http://www.nsla.org.au/</a></p>

Public Library Collection	<p>The Public Library Collection is developed and maintained by State Library to enable public libraries to meet the diverse needs of their communities. Includes specialist collections such as:</p> <ul style="list-style-type: none"> <li>○ eResources</li> <li>○ Language other than English (LOTE)</li> <li>○ Learning and literacy collections to enable experimentation, innovation and quality programming through access to a range of resource</li> <li>○ Indigenous Knowledge Centres</li> </ul> <p><a href="http://www.slq.qld.gov.au/about-us/corporate/policies/content-strategy/public-library-collections">http://www.slq.qld.gov.au/about-us/corporate/policies/content-strategy/public-library-collections</a></p> <p>Lending of the Public Library Collection is governed by <a href="#">Service Level Agreements</a> with Independent, Rural Libraries and Indigenous Knowledge Centres.</p>
Request/Hold	A request for an item on loan. Also referred to as hold or reserve.
RLQ	Rural Libraries Queensland comprises of Rural councils with populations fewer than 15,000. These libraries are controlled by the local regional council, subject to the terms of the <a href="#">Service Level Agreement</a> entered into with the <a href="#">Library Board of Queensland</a>
State Library collections	Collection items held within Memory Collection, Extraordinary Collection, Information Collection and Public Library Collection.

## 6. Policy Statement

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### 6.1 Conditions of supply

- Requests from libraries to borrow items from the collection are met whenever possible
- Borrowing libraries may loan items to patrons of the borrowing library unless otherwise specified by State Library
- State Library supports the National & State Libraries Australasia [Collaborative Lending Principles](#)
- State Library applies the charges and service standards outlined by the [Australian Interlibrary Resource Sharing \(ILRS\) Code](#)
- The loan of an item is at the discretion of State Library
- The physical condition of an item may affect the availability for a loan or copy.

### 6.2 Items available for loan

- Items in the Information Collection may be available for loan, including.
  - books, pamphlets
  - music scores, performance sets

- audio-visual items including DVDs, CDs and videos
- microform
- serials and magazines.
- Items in the LOTE collection of the Public Library Collection

### 6.3 Items not available for loan

- Memory Collection
- Extraordinary Collection
- Public Library Collection (may be borrowed directly by Queensland Public Libraries)
- rare and valuable items
- fragile items
- newspapers
- LPs
- Electronic media, including CD-ROMs and computer discs
- Items in high demand or on display in exhibitions.
- If not available for loan, a copy may be requested (subject to copyright restrictions, licence conditions and conservation policies). Information about these services can be found at [Copies and loans](#).

### 6.4 Loan limit and loan period

<b>Loan limit</b>	<b>Loan period</b>	<b>Maximum loan period</b>
Maximum of 100 at any time	6 weeks	18 weeks

- The borrowing library is advised prior to supply if the loan period is shortened or if the item has conditional access i.e for use in library only.

### 6.5 Renewals

- Loans can be renewed up to the maximum loan period
- Additional renewals may be negotiated at the discretion of State Library
- Loans cannot be renewed if:
  - requested by another borrower
  - the loan period is shortened or if the item has conditional access
  - the item has reached the maximum loan period
  - the item has a lost or claim return status.

### 6.6 Requests/Holds

- A request (hold) may be placed on an item on loan or on order
- State Library cannot guarantee the supply date of a request placed on an item on loan or on order.

## 6.7 Returns

- Loans to be returned by the due date once the maximum loan date is reached
- Loans to be returned directly to State Library.

## 6.8 Overdue and loan reminders

- Scheduled email notifications include:

<b>Notification type</b>	<b>Schedule</b>
Courtesy	3 days prior
Due Date	Day of
Overdue	14 days overdue
Final Overdue	28 days overdue
Invoice	42 days overdue
Outstanding invoice	72 days overdue 102 days overdue
Summary of current loans	Monthly

## 6.9 Lost items (non-return of loans)

- An item is considered lost and an invoice issued once the item is 42 days overdue
- The replacement cost is based on State Library of Queensland Annual Asset Valuation figures, plus an \$8 administration fee (non-refundable). These figures are reviewed annually
- The purchase of a replacement copy may be negotiated in lieu of a payment
- A refund will be given for items paid for and returned within a six month period and is based on the condition of the item returned
- A refund will not be issued for items paid for and returned after a six month period
- State Library reserves the right to suspend borrowing privileges until all overdue items are returned.

## 6.10 Damaged items

- The borrowing library is responsible for maintaining the condition of items borrowed from State Library
- If an item is returned damaged e.g. missing pages or water damaged, the borrowing library is required meet the cost of repairing or replacing the damaged item
- An invoice to cover the cost of repair or replacement will be forwarded to the borrowing library
- The purchase of a replacement copy may be negotiated in lieu of a payment

- State Library reserves the right to suspend borrowing privileges until payment for repair or replacement is received.

#### 6.11 Claim return

- The borrowing library is to notify State Library if an item is returned from loan but is still recorded on their account
- Once reported, a shelf check will be conducted. If not located, a minimum of 3 shelf checks will be undertaken during a 90 day period
- The claim return item will remain on the library account and the library will continue to receive automatic email notifications until the item is located during the 90 day period
- After the 90 day period, as a courtesy, any un-located items will be removed from the borrowing library's account without fee or fine penalty
- The borrowing library's borrowing privilege will remain active regardless of outstanding loans
- Further claim return items may incur the standard replacement cost and is at the discretion of State Library.

#### 6.12 Appeals

- Appeals regarding replacement costs/penalties are to be made via:
  - Email: [ill@slq.qld.gov.au](mailto:ill@slq.qld.gov.au)
  - Mail to:
    - Collection Access
    - State Library of Queensland
    - PO BOX 3488
    - SOUTH BRISBANE QLD 4101
- A copy of the invoice is to be included with the submission.

## 7. Fees and Charges

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### 7.1 Supply to Australian Libraries

Service		Core (processed within 4 days)	Rush (processed within 24 hours)	Express (processed within 2 hours)
Copy	Up to 50 pages	\$16.50	\$33.00	\$49.50
	Additional 50 pages or part thereof	\$4.00	\$4.00	\$4.00
Loan	Item	\$16.50	\$33.00	\$49.50
			Additional costs apply for postage and delivery	

- State Library applies the charges and service standards outlined by the [Australian Interlibrary Resource Sharing \(ILRS\) Code](#)
- The borrowing library is advised prior to supply if the fee exceeds the standard service charge
- Where State Library has a reciprocal supply arrangement, requests will be supplied as per that agreement
- Requests supplied to Queensland public libraries are provided free of charge
- Reciprocal supply arrangements are provided at the discretion of State Library.

## 7.2 Supply to International Libraries

Service		Charges
Copy	Up to 50 pages	A\$25.00
	Additional 50 pages or part thereof	A\$4.00
Loan	Additional costs may apply for postage and delivery	A\$45.00 per item

- The borrowing library is advised prior to supply if the fee exceeds the standard service charge
- IFLA vouchers are accepted as payment.

## 8. Copy Requests

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- Copy requests supplied by State Library adhere to the minimum digitisation standards as outlined in the [National and State Libraries Australasian digitisation practices and standards](#)
- High quality resolution digitised files (reproductive quality and/or OCR) or photographic prints are ordered through the [Image Order service](#) (fees apply)
- Digitised audio-visual items, audio or video file items are ordered through the [Audio visual order](#) service (fees apply)
- All copy requests must comply with the Australian Copyright Act 1968 (Commonwealth) and include the appropriate copyright statement with your request. Refer to [Copyright and Document Supply for Libraries and Copyright](#) for additional information.

## 9. References

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The Policy is supported by:

*Australian Interlibrary Resource Sharing (ILRS) Code of practice*  
<http://www.alia.org.au/interlibrary.lending/ilrs.code.html>

National & State Libraries Australasia Collaborative Lending Principles  
<http://www.nsla.org.au/publication/collaborative-lending-principles>



State Library of Queensland. *Lending Policy – Loans for Exhibitions*  
<http://www.slq.qld.gov.au/about-us/corporate/policies/lending-policy-loans-for-exhibitions>

State Library of Queensland. *Content Strategy*  
<http://www.slq.qld.gov.au/about-us/corporate/policies/content-strategy>

## **10. Approval**

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State Librarian and CEO August 2017

## **11. Creative Commons license**

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