



Loans and copies to libraries policy

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1 Document control

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2 Authority

State Librarian and Chief Executive Officer.

3 Policy statement

State Library of Queensland (State Library) provides an interlibrary loan and document supply service for the borrowing and copying of items from the collections by Australian and international libraries. The Loans and copies to libraries policy (the Policy) provides guidelines on how libraries can access State Library's diverse collections.

4 Purpose

The purpose of the Policy is to outline the types of items from the State Library collections available for loan or copy, and the conditions of supply to libraries.

5 Scope

The Policy applies to libraries; lending to individuals is governed by the [Loans to clients policy](#) and lending to organisations for the purpose of exhibition is governed by the [Lending policy loans for exhibitions](#).

6 Definitions

Word	Definition
Document supply	Service for individuals and libraries 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 demonstrates the physicality and format of the printed book as well as reflecting its art, history and impact. Relevant collections include: <ul style="list-style-type: none">• Australian Art Research Collection.<ul style="list-style-type: none">○ Art Research Collection○ Artists Books Collection

Word	Definition
	<ul style="list-style-type: none"> ○ History and Art of the Book Collection ○ Lindsay Collection of Pat Corrigan.
IFLA	International Federation of Library Associations (IFLA) vouchers are used for the payment of international interlibrary requests.
ILRS	Australian Interlibrary Resource Sharing (ILRS) Code. The ILRS Code of practice supports resource sharing between Australian libraries and provides guidelines on the requesting and supply of material to and from other Australian libraries, as well as recommended pricing for the various service types and turnaround times.
Information Collection	The Information Collection supports the informational needs of Queenslanders. The collections aim to be responsive and relevant to the changing community informational needs. Relevant collections include: <ul style="list-style-type: none"> ● State Reference Library Collection. ● Asia-Pacific Design Library Collection. ● Government Research and Information Library Collection.
Interlibrary loan	Service for the borrowing of items in the State Library collection by libraries.
Memory Collection	The Memory Collection focuses on the historical and contemporary content and is collected to reflect events, people, places and ideas that shape Queensland. Relevant collections include: <ul style="list-style-type: none"> ● John Oxley Library Collection.
NSLA	National and State Libraries Australia (NSLA). NSLA represents the National Libraries of Australia and the State and Territory Libraries of Australia. NSLA libraries deliver better collections, solutions and improved customer experiences through collaboration.
Public Library Collection	Public Library Collections support the information, recreation, literacy and cultural needs of the communities they serve. The collections (fiction and non-fiction) aim to provide a balanced, appealing, high quality range of resources, including popular, bestseller and enduring works. Relevant collections include: <ul style="list-style-type: none"> ● Rural Libraries Queensland and Indigenous Knowledge Centre Collections. ● State-wide Collections.
Reciprocal supply	Agreement between other libraries whereby loans and copy services between State Library and these libraries are provided free of charge.
Request/hold	A request for an item on loan or on order. Also referred to as reserve or hold.
State Library collections	Collection items held within Extraordinary Collection, Information Collection, Memory Collection and Public Library Collection.

7 Conditions of supply

- Requests from libraries to borrow or copy items from the collection are met whenever possible.
- Libraries may loan items to patrons of the library unless otherwise specified by State Library.
- State Library supports the NSLA collaborative lending principles.
- State Library applies the charges and service level standards outlined by the Australian ILRS code for loan and copy (photocopy or scan) requests.
- The loan or copy 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.

8 Items available for loan

- Items in the Information Collection available for loan include:
 - Books, pamphlets.
 - Music scores, performance sets.
 - DVDs, CDs, videos and kits.
 - Microform (conditions apply).
 - Serials and magazines.
- Items in Languages other than English (LOTE) of the Public Library Collection.

9 Items not available for loan

- Items in the following collections are not available for loan:
 - Extraordinary Collection.
 - Memory Collection.
 - Newspapers.
 - Public Library Collection (may be borrowed through a Queensland public libraries).

10 Loan limit and loan period

Loan limit	Loan period	Maximum loan period
Maximum of 100	Six weeks	18 weeks

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

11 Renewals

- Loans can be renewed up to the maximum loan period of 12 weeks.
- Additional renewals may be negotiated at the discretion of State Library.
- Loans cannot be renewed if:
 - requested by another borrower.
 - the item has a lost or claim return status.

12 Requests/holds

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

13 Returns

- Loans are to be returned in good condition by the due date.
- Loans are to be returned directly to State Library.

14 Overdue and loan reminders

- Scheduled email notifications will be sent as follows:

Notification type	Schedule
Courtesy	Three days prior to due date
Due Date	Day due to be returned
Overdue	14 days overdue (1 st overdue)
Final Overdue	28 days overdue (2 nd overdue)

Invoice	42 days overdue (initial invoice) 72 days overdue (reminder invoice)
Outstanding invoice	102 days overdue (final invoice)
Summary of current loans	Monthly

15 Lost items

- An item is considered lost and an invoice issued once the item is 42 days overdue.
- The replacement cost is based on State Library Annual Asset Valuation figures, which are reviewed annually.
- The purchase of a new replacement copy may be negotiated in lieu of a payment. It is the responsibility of the library to contact State Library to discuss the terms and conditions prior to supply.
- 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. It is the responsibility of the library to contact State Library to initiate a refund.
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 lost items are returned, or the invoice is paid in full.

16 Damage

- The 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, an invoice will be issued to cover the cost of replacement.
- The replacement cost is based on State Library Annual Asset Valuation figures, which are reviewed annually.
- The purchase of a replacement copy may be negotiated in lieu of a payment. It is the responsibility of the borrower to contact State Library to discuss the terms and conditions prior to supply.
- State Library reserves the right to suspend borrowing privileges until a replacement copy is received, or the invoice is paid in full.

17 Claim return

- The library is to notify State Library if an item returned is still recorded on their account.
- Once reported, a shelf check will be conducted. If not located, a minimum of three shelf checks will be undertaken during a 90-day period.
- The item will be given a status of claim return and remain on the library account. 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 items not located will be removed from the account without fee or fine penalty.
- The 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.

18 Appeals

- Appeals regarding replacement costs/penalties are to be made via:
 - Email: ill@slq.qld.gov.au
 - Mail to:
 - Lead, Access Services
 - State Library of Queensland
 - PO BOX 3488
 - SOUTH BRISBANE QLD 4101

- A copy of the invoice is to be included with the submission.

19 Supply to International Libraries

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

20 Copy Requests

- A copy request will be met where possible in accordance with the *Australian Copyright Act 1968* (Commonwealth).
- All copy requests must comply with the *Australian Copyright Act 1968* (Commonwealth) and include the appropriate copyright statement with the request.

21 Prices

- Loan and copy prices including service levels, formats and delivery options are available on State Library's website.
- State Library applies the prices and service level standards outlined by the Australian ILRS Code for loan and copy (photocopy or scan) requests.
- The library is advised prior to supply if the price exceeds the standard service level 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.

22 Essential considerations

There are no human rights under the *Human Rights Act 2019* that are impeded by the is Policy. In operating within the scope of this policy, the impact on the Human Rights Act 2019 will be considered (see State Library [decision-making process](#)).

23 References

The Policy is supported by:

Internal

- [Content Strategy](#)
- [Lending Policy – loans for exhibition](#)
- [Loans to clients policy](#)

External

- [Australian Interlibrary Resource Sharing \(ILRS\) Code](#)
- [National and State Libraries Australia collaborative lending principles](#)
- [National Library of Australia copyright and document supply for libraries](#)

Legislation

- [Australian Copyright Act 1968](#)

24 Approval

State Librarian and Chief Executive Officer 18/02/2021

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