



Loans to clients 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 a lending service for the borrowing of items from the Information Collection. The Loans to clients policy (the Policy) provides guidelines on how individuals can engage with our diverse collections.

4 Purpose

The purpose of this policy is to outline the conditions of access and the types of items available for loan to clients.

5 Scope

The Policy applies to clients with State Library membership who wish to borrow items from the Information Collection.

6 Definitions

Word	Definition
Extraordinary Collection	The Extraordinary Collection showcases material that demonstrate 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 Library of Art Collection Australian<ul style="list-style-type: none">○ Art Research Collection○ Artists Book Collection○ History and Art of the Book Collection○ Lindsay Collection of Pat Corrigan.
Information	The Information Collection supports the information needs of all Queenslanders. The collections aim to be responsive and relevant to the changing community

Collection	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.
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.
Public Library Collection	The Public Library Collections support the information, recreation, literacy and cultural needs of the communities. The collections (fiction and non-fiction) aim to provide a balanced, appealing, high quality range of resources, including popular, bestselling and enduring works. Relevant collections include: <ul style="list-style-type: none"> • Rural Libraries Queensland and Indigenous Knowledge Centre Collections. • State-wide Collections.

7 Membership

- Clients must be a Queensland resident, and provide proof of residency.
- Clients are responsible for ensuring their contact details remain up to date.
- Membership cards issued for the purposes of borrowing are not transferable.

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
 - Serials and magazines.

9 Items not available for loan

- Items in the following collections are not available for loan:
 - Extraordinary Collection
 - Memory Collection
 - Public Library Collection (may be borrowed through a Queensland public library)
 - Newspapers
 - Microform (may be borrowed through an interlibrary loan service).
- Items not for loan can be accessed onsite at State Library.
- The physical condition of an item may affect the availability of a loan.
- The loan of an item is at the discretion of State Library.

10 Loan limit and loan period

Loan limit	Loan period	Maximum loan period
Maximum of 10 items	Four weeks	12 weeks

11 Renewals

- Loans can be renewed up to the maximum loan period of 12 weeks unless reserved by another client.
- Loans cannot be renewed if:
 - requested by another borrower

- the item has a lost or claim return status.
- Additional renewals may be negotiated at the discretion of State Library.

12 Returns

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

13 Loan and overdue 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)
Final invoice	102 days overdue (final invoice)
Summary of current loans	Monthly

14 Lost items

- An item is considered lost and an invoice issued once the item is 42 days overdue.
- Lost items not returned or paid for after the final invoice will be referred to a debt collector agency.
- 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 payment. It is the responsibility of the borrower 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 borrower 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 will suspend borrowing privileges until all lost items are returned or the invoice is paid in full.
- Borrowing privileges are reinstated once an item is returned or payment is received in full.

15 Damage

- The borrower 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 new replacement copy may be negotiated in lieu of payment. It is the responsibility of the borrower to contact State Library to discuss the terms and conditions prior to supply.
- State Library will suspend borrowing privileges until a replacement copy is received or the invoice is paid in full.

16 Claim Return

- The borrower is to notify State Library if an item returned is still recorded on their account.
- Once reported, a shelf check will be conducted. 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 borrower's account. The borrower 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.
- Further claim return items may incur the standard replacement cost and is at the discretion of State Library.

17 Appeals

- Appeals regarding replacement costs are to be made via:
 - Email: access@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.

18 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](#)).

19 References

The Policy is supported by:

- [Content Strategy](#)
- [Human Rights Act 2019](#)
- [Identity Management Principles](#)
- [Intellectual Freedom Policy](#)
- [National & State Libraries Australia Collaborative Lending Principles](#)
- [Responsible Conduct Policy](#)
- [Your Information Guidelines](#)

20 Approval

State Librarian and Chief Executive Officer 13/12/2020

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