



Title:

Division of Library Services Fines Policy

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Short description	A policy on fines applied to clients of the Division of Library Services for overdue, lost or damaged items
Relevant to	Access Services Staff
Approved by	Executive Director, Library Services
Responsible Officer	Section Manager, Access Services
Responsible Section	Access Services
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Date(s) modified	
Next scheduled review date	July 2011
Related Library documents	Rule of the Library CSU Loans Privileges Table
Related University documents	CSU Delegations Policy and Schedules
Related legislation	
Key words	Policy, fines, penalty, lost, overdue, damaged, borrow, suspension, issue of grades

1. INTRODUCTION

The Executive Director, Library Services has the authority to recommend all fees, charges and fines to the Vice-Chancellor.

2. PURPOSE

- 2.1 This document sets out the Division of Library Services policy for fines applied to authorised users, hereafter referred to as clients, for overdue, lost or damaged items.
- 2.2 The objective of this policy is to support equitable access to Library resources for all clients.

3. SCOPE

- 3.1 This policy applies to all clients of the Library.
- 3.2 This policy applies to any item borrowed from the Library collection and items borrowed through the Inter Library Loans Service.
- 3.3 This policy does not apply to items borrowed from Charles Sturt University's partner institutions.

4. REFERENCES

This policy should be read in conjunction with Rule of the Library and InterLibrary Loans Policy.

5. DEFINITIONS

- 5.1 **Authorised Users** are students as defined by Student Administration, staff as defined by Human Resources, other authorised users as defined in Agreements with Division of Library Services and other relationships and listed in the CSU Loans Privileges table.
- 5.2 **Borrow** – obtain authorised use of a library item, with obligation to return by the due date without damage.
- 5.3 **Charge** – an amount applied by the Library for lost or damaged items.
- 5.4 **Client** – authorised users who are entitled to borrow items from the Library for which they may incur fines or charges.
- 5.5 **Fine** – an amount applied by the Library for overdue items.
- 5.6 **Item** – refers to any book, pamphlet, periodical issue (bound or unbound), newspaper, manuscript, film, videotape, CD, DVD, Microfilm, microfiche, photograph, print, slide, monograph, thesis, cassette, sound recording, musical score, map, laptop, DVD player, musical instrument, plan or any other recorded material, regardless of physical form, that is part of the Library collection.
- 5.7 **Library** – refers to the Division of Library Services.

6. RESPONSIBILITIES

- 6.1** Team Leaders and Managers in Access Services are responsible for dealing with fine disputes. These matters are escalated to the Section Manager Access Services where appropriate.
- 6.2** Only Team Leaders and Managers in Access Services may authorise charges or fines be waived.

7. FINES


- 7.1** Any enquiries regarding the detail of charges or fines are to be directed to Team Leaders and Managers in Access Services.
- 7.2** The items on a client's Library record are the responsibility of the client. Borrowed items must be returned in good condition on or before the due date or time indicated in MyLibrary Record or on the loan receipt.
- 7.3** An item which is returned late or is damaged while on loan attracts a penalty which may include suspension of borrowing privileges and a fine.
- 7.4** A replacement charge is applied to a client's record for items returned damaged or outside the set time period. The replacement charge is the standard replacement fee. In the case of items costing more than the replacement charge, the Library retains the right to charge the actual replacement cost of the item.
- 7.5** An item on loan which has become overdue and been requested by another client is recalled by the Library. Items not returned within five working days of recall incur fines above the usual fine amount.
- 7.6** Details of fines and replacement charges are available on the Library's website.
- 7.7** Outstanding Library fines may prevent the issue of final grades for the session or re-enrolment in a subsequent session.
- 7.8** Statutory Declarations are accepted for lost items after consultation with either a Manager or a Team Leader in Access Services.
- 7.9** If the replacement cost of the item has been paid and the client subsequently returns the item after the item has been written off and re-ordered, the replacement cost is not refunded.
- 7.10** Clients with outstanding fines or charges are invoiced on the Charles Sturt University finance system.

8. DOCUMENT CONTROL

8.1 Document history

Version number	Date issued	Author	Short description of amendment
1.0	June 2010	Buddhika Dissanayake, Katherine Jackson	

8.2 Document authorisation

Authorising officer	Executive Director, Library Services
Name	 S D Oakley
Date	1 July 2010

9. DELEGATIONS

Team leaders and above are authorised to waive fines in accordance with relevant Library and Division of Finance procedures.