

Library Loan Policy and Procedure		
Code: E2.26	Area: Non-Academic E	
Policy Owner: EMG	Version #: 2.3	Date: 13 Oct 2023
Policy Developer/Reviewer: QAM	Review date: 13 Oct 2026	

## VERSION HISTORY

Version	Updated by	Approval Date	Details
1.0	CEO	1 Feb 2015	Document creation
2.0	EMG	14 Jan 2020	Comprehensive review and update
2.1	EMG	17 Nov 2022	4 items can now be borrowed concurrently, other parties need Dean's approval to borrow.
2.2	EMG	12 Jul 2023	Items due for return outside a semester can be returned in the 1 <sup>st</sup> week of next sem without penalty.
2.3	EMG	13 Oct 2023	Extended standard borrowing time from 2 to 3 weeks.

## PURPOSE AND SCOPE

The purpose of this policy is to:

- Ensure equity in access to and availability of the library collection.
- Support the teaching and learning of students and staff.

This policy applies to all stakeholders at the Sydney Institute of Traditional Chinese Medicine (SITCM).

## 1 OVERVIEW

The Sydney Institute of Traditional Chinese Medicine (SITCM) Library's resources support the teaching and learning of TCM. This policy relates to loans, with other information relating to library resourcing contained in the *Facilities and Resources Policy*.

This policy has been informed by the *Higher Education Standards Framework (Threshold Standards) 2021*, in particular Section 3.3 Learning Resources and Educational Support.

## 2 POLICY

### 2.1 RESPONSIBILITY

- 1) The Librarian is responsible for ensuring the implementation of this policy.

### 2.2 ELIGIBILITY

- 1) The following groups are eligible to borrow items from the SITCM library:
  - a. Current SITCM students and staff may borrow according to the conditions outlined in Section 2.3.2 of this policy.
  - b. Other parties may borrow on a case by case basis if:

- i. The Librarian authorises the borrowing with written conditions; and
- ii. The Dean provides written approval for the Librarian's authorisation.

## 2.3 BORROWING

### 2.3.1 BORROWER CARDS

- 1) Students are required to produce a Student ID card to borrow items, unless special authorisation is granted by the Librarian.
- 2) Staff are required to produce a Staff ID card to borrow items, unless special authorisation is granted by the Librarian.
- 3) Borrowers' cards are not transferable, and borrowers are responsible for all items charged against their card.
- 4) Loss of borrowers' cards must be reported to the library immediately.
- 5) For information on how to open an account with the library, refer to the *IT Management Policy and Procedure*.

### 2.3.2 BORROWING CONDITIONS

- 1) Staff and students may borrow up to four (4) items at any one time, unless special authorisation is granted by the Librarian.
- 2) Students may borrow up to four (4) items at any one time, unless special authorisation is granted by the Librarian.
- 3) The following loan durations apply to SITCM library items:
  - a. CDs, DVDs and videos may be loaned for a maximum of seven (7) days.
  - b. Items in the reserve catalogue can be loaned for a maximum of seven (7) days.
  - c. Items in the reference catalogue may be loaned for a maximum of two (2) hours.
  - d. Journals may not be loaned.
  - e. All other items may be loaned for three (3) weeks, with one (1) optional renewal allowing a maximum possible loan period of six (6) weeks per item.
    - i. A borrower can renew a borrowed item either via the Library Catalogue or in person at the library.
    - ii. If a reservation is placed on an item in accordance with Section 2.4 (below), that item cannot be renewed.
- 4) Any borrowed item whose return falls due outside an academic semester may be returned without penalty in the first week of the next semester.
- 5) Any material on loan may be recalled by the Librarian to meet high demand (e.g., at the request of academic staff for inclusion in reserve collections).
  - a. Recalled items have a shortened loan period of seven (7) days from date of recall and borrowers are subject to late fees from the date of the revised (recall) due date.

### 2.3 RESERVATIONS

- 1) An item that has been borrowed out by another user can be reserved either via the Library Catalogue or in person at the library.
  - a. CDs, DVDs, videos, journals and reference materials cannot be reserved.
- 2) Reservation requests are valid for 21 days from the time of request placement.
- 3) Items will be held for collection at the library service desk for a maximum of seven (7) days prior to their return to the collections.

## 2.4 REFERENCE AND RESERVE COLLECTION

- 1) The library maintains a reserve collection for resources anticipated to be in high demand. This collection includes:
  - a. One copy of every prescribed reading in each unit of the Bachelor of Traditional Chinese Medicine course;
  - b. Personal copies of academics' work; and
  - c. Other material deemed necessary by the Librarian, including any material requested by the Dean or Course Coordinator.
- 2) All materials in this collection are accessible via the Library Catalogue.
- 3) These materials can be separated into seven- (7) day loan items (the reserve collection) and two- (2) hour loan items (the reference collection).

## 2.5 PENALTIES

### 2.5.1 COURTESY NOTICES

- 1) Courtesy notices are emailed to the borrower's SITCM email address.
- 2) Courtesy notices are sent according to the following schedule:
  - a. A courtesy notice of due materials is automatically emailed to the borrower two (2) business days before the item is due.
  - b. A courtesy notice of overdue materials is automatically emailed to the borrower when items are eight (8) business days overdue.
  - c. A second courtesy notice of overdue materials is automatically emailed to the borrower when items are 15 business days overdue.
- 3) A bill for an item's replacement is automatically emailed to the borrower when items are 60 business days overdue.

### 2.5.2 FINES AND PENALTIES FOR OVERDUE ITEMS

- 1) Users who fail to return items on or before the due date, or who fail to return recalled items within one week of the recall request, incur late fees and penalties.
  - a. These fees and penalties are designed to assist students by maximising access to, and availability of, library resources.
- 2) Late fees are levied at the following rates:
  - a. General collection items: \$1.00 per item per day or part thereof.
  - b. Seven (7) day loan items: \$1.00 per item per day or part thereof.
  - c. Recalled items: \$1.00 per item per day or part thereof.
- 3) Late fees are capped at a maximum amount of \$25.00 per item.
- 4) The Librarian suspends borrowing privileges upon the incurrence of late fees. These borrowing privileges remain suspended until all late fees have been paid in full.
- 5) If a student still owes late fees on the last day of the academic semester, the Librarian notifies the Registrar.
  - a. The Registrar does not issue any certificate or transcript to the student until all overdue materials are returned or replaced, and associated late fees are paid.
- 6) If a staff member still owes late fees after three (3) months, the Librarian notifies the Accounts Officer.
  - a. The Accounts Officer deducts the late fees from the staff member's next salary payment.
- 7) Fines or penalties may be disputed.
  - a. Students may dispute fines and penalties in accordance with the *Non-Academic Grievance Policy and Procedure*.

- b. Staff may dispute fines and penalties in accordance with the *Staff Grievance Policy and Procedure*.

### 2.5.3 LOST AND DAMAGED ITEMS

- 1) Lost items may be replaced by borrowers with an identical copy of the same edition of the lost work. Replacing a missing item incurs a processing fee of \$25.00.
- 2) If a lost item is not replaced by the borrower, the borrower must pay a fee equal to the cost of replacing the item plus a \$25.00 processing charge.
- 3) If a lost item cannot be replaced by the borrower or library, the borrower must pay a fee of double the price that SITCM paid to purchase it.

## 3 PROCEDURE

### 3.1 FAILURE TO RETURN BORROWED ITEM

If a borrower borrows an item from the SITCM library and does not return it, the below procedure is followed until the item is returned or replaced, and associated late fees are paid:

- 1) A courtesy notice is emailed to the borrower two (2) days before the item is due.
- 2) Borrowing privileges are suspended once the item becomes overdue.
- 3) A courtesy notice is emailed to the borrower eight (8) days after the item becomes overdue.
- 4) A courtesy notice is emailed to the borrower 15 days after the item becomes overdue.
- 5) A bill for the item's replacement is emailed to the borrower 60 days after the item becomes overdue.
- 6) If the borrower is a student, the Librarian notifies the Registrar of the late fees at the end of semester.
  - a. The Registrar does not issue any certificate or transcript to the student until all overdue materials are returned or replaced, and associated late fees are paid.
- 7) If the borrower is a staff member, the Librarian notifies the Accounts Officer three months after the late fees are incurred.
  - a. The Accounts Officer deducts the late fees from the staff member's next salary payment.

## 4 RELATED POLICY AND OTHER DOCUMENTATION

- 1) Facilities and Resources Policy.
- 2) Higher Education Standards Framework (Threshold Standards) 2021.
- 3) IT Management Policy and Procedure.