

LIBRARY REPLACEMENT AND REPAIR CHARGES PROCEDURE



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1 PURPOSE

- 1.1 This procedure outlines the charges CQUniversity will impose for lost, overdue or damaged library items.

2 SCOPE

- 2.1 This procedure applies to all CQUniversity Library users and all physical items available to loan from CQUniversity Library.

3 PROCEDURE

- 3.1 Library users are responsible for the library items they borrow. Should an item be lost, long overdue, or damaged, the borrower will be required to pay the cost of replacing the item.
- 3.2 In order to ensure material borrowed from the Library collection is available to all users equitably, a replacement charge will apply if items are overdue and requested by other users and not returned within the specified timeframe after notification.
- 3.3 Library users with items overdue will be blocked from borrowing further items or renewing items. Borrowing privileges will be reinstated once the overdue items have been returned and any appropriate charges have been paid.
- 3.4 Library items obtained via document delivery will be bound by the procedures of the lending library. The CQUniversity Library will enforce these procedures.
- 3.5 Where a long overdue item is returned prior to being declared permanently lost/stolen, the standard replacement cost will be waived/refunded.

Overdue items

- 3.6 The following charges will apply to library items. All replacement and repair charges include GST. 'Days' in the below table refers to calendar days.

Item Type	Requested Overdue	Long Overdue	Permanently Lost/Stolen	Damaged
Laptops	N/A	Laptops not returned within 24 hours of loan commencement will be declared long overdue and incur a standard replacement cost of \$1,800 per item.	Laptops not returned within seven days will be declared permanently lost/stolen.	A laptop returned damaged will incur a minimum repair charge of \$500 (up to maximum of \$1,800 depending on repair cost).
Items requested by another user	Items not returned within seven days of the due date specified in the requested overdue Library notification will incur a standard replacement cost of \$150 per item.	N/A	Items not returned within 28 days of the due date specified in the overdue Library notification will be declared permanently lost/stolen.	An item returned damaged will incur a standard replacement cost of \$150 per item OR the Library user can provide a replacement copy of the item.
All other items	N/A	N/A	Items not returned within 28 days of the due date specified in the Library overdue notification will be declared lost/stolen and incur a standard replacement cost of \$150 per item.	An item returned damaged will incur a standard replacement cost of \$150 per item OR the Library user can provide a replacement copy of the item.

- 3.7 Charges will be calculated in the Library's Management System and applied in the Student Administration System or invoiced. Library users will be notified of any charges due.

Waiving charges

- 3.8 Approval of a waiver will be at the discretion of a Library Client Service Officer, with guidance from the Manager Frontline Operations and Services or the Leader Frontline Client Service.

Lost/stolen items

- 3.9 Library users who are unable to return library items because of circumstances such as theft, floods, fire, or accident may apply in writing to a Library Client Service Officer to have the replacement charge waived if:
- evidence is provided that verifies the incident/event has been reported to police or in the case of on campus incidents, CQUniversity security
 - a statutory declaration is provided, and
 - reimbursement from an insurance company is not possible and a statement attesting to this is included in the statutory declaration.

Claimed returned/claimed never borrowed items

- 3.10 Library users who claim they returned/never borrowed a library item may apply in writing to a Library Client Service Officer to have the replacement charge waived if a statutory declaration is provided.

Requested overdue/long overdue items and extenuating circumstances:

- 3.11 Library users who are unable to return library items by the due date because of extenuating circumstances such as illness or family bereavement may apply in writing to a Library Client Service Officer to have the replacement charge waived if:
- evidence verifying extenuating circumstances is provided by a health professional such as a doctor or a counsellor, or
 - evidence of a family bereavement is provided.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Deputy Vice-President (Digital Services) and Director Enterprise Client Services are responsible for monitoring, reviewing, and ensuring compliance with this procedure.
- 4.2 The Manager Frontline Operations and Services is responsible for implementing this procedure.

Reporting

- 4.3 No additional reporting is required.

Records management

- 4.4 Transaction logs in the Library's Management System will record borrowing and loan information, dates due and notifications to students. Charges will be recorded in both the Library's Management System and Student Administration System.
- 4.5 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 4.6 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

6 RELATED LEGISLATION AND DOCUMENTS

[Collections Policy and Procedure](#)

7 FEEDBACK

- 7.1 Feedback about this document can be emailed to policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Delegated Approval Authority	Chief Operating Officer
Advisory Committee	N/A
Administrator	Deputy Vice-President (Digital Services)
Next Review Date	11/09/2023

Approval and Amendment History	Details
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Notes	This document was formerly known as the Penalty, Replacement and Administrative Charges Principles (8/03/2013), the Penalty, Replacement and Administrative Charges Policy and Procedure (8/06/2016), the Library Penalty, Replacement and Administrative Charges Policy and Procedure (6/04/2018) and the Library Penalty, Replacement and Administrative Charges Procedure (06/06/2018).