

# LIBRARY PENALTY, REPLACEMENT AND ADMINISTRATIVE CHARGES POLICY AND PROCEDURE



## CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	POLICY STATEMENT .....	1
4	PROCEDURE .....	1
	Overdue items.....	1
5	RESPONSIBILITIES .....	2
	Compliance, monitoring and review.....	2
	Reporting.....	2
	Records management.....	2
6	DEFINITIONS .....	2
7	RELATED LEGISLATION AND DOCUMENTS.....	2
8	FEEDBACK.....	2
9	APPROVAL AND REVIEW DETAILS.....	3

## 1 PURPOSE

- 1.1 Library users have an obligation to be responsible for the material they borrow. Should an item be lost, long overdue, or damaged, the borrower will be required to pay the cost of replacing the item.
- 1.2 In order to ensure material borrowed from the Library collection is available to all users equitably, penalties will apply if items are overdue and required by other users.

## 2 SCOPE

- 2.1 This policy and procedure applies to all CQUniversity Library users.

## 3 POLICY STATEMENT

- 3.1 Library users with items overdue that have been requested by other users will be blocked from borrowing further items or renewing items. If these items are not returned by the date specified in the Library notification, the borrower will be required to pay an overdue item charge.
- 3.2 Borrowing privileges will be reinstated once the overdue items have been returned and any appropriate charges have been paid.
- 3.3 Items not returned within four weeks of the due date will be declared long overdue and will incur a standard replacement charge and processing fee.
- 3.4 Lost and damaged items will incur a standard replacement charge and processing fee. The Library will reverse the replacement charge if the item is returned in good condition within 12 months of the due date.

## 4 PROCEDURE

### Overdue items

- 4.1 The following penalties will apply for overdue items:

### **Reserve or overnight loan items**

- \$2.00 per hour up to a maximum charge of the replacement cost of the book

### **Other items**

- Overdue items that have been requested by another user are required to be returned by the date specified in the Library notification to the borrower. If not returned by this date, the borrower will be required to pay a \$30 fee per item.

### **Lost, damaged and long overdue items**

- Standard replacement charge: \$112.45 (incl. GST) per item
- Processing fee: \$33 per item

4.2 Charges and fees 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 penalties due.

## **5 RESPONSIBILITIES**

### **Compliance, monitoring and review**

- 5.1 The Deputy Director, IT and Library Services is responsible for monitoring, reviewing and ensuring compliance with this policy and procedure.
- 5.2 The Manager, Library Client Services is responsible for implementing this policy and procedure. .

### **Reporting**

- 5.3 No additional reporting is required.

### **Records management**

- 5.4 Transaction logs in the Library's Management System will record borrowing and loan information, dates due and notifications to students. Charges and fees are recorded in both the Library's Management System and Student Administration System.
- 5.5 Staff must maintain all records relevant to administering this policy and procedure in a recognised University recordkeeping system.

## **6 DEFINITIONS**

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

## **7 RELATED LEGISLATION AND DOCUMENTS**

Nil

## **8 FEEDBACK**

- 8.1 University staff and students may provide feedback about this document by emailing [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Chief Information and Digital Officer
Next Review Date	6/04/2021

Approval and Amendment History	Details
Original Approval Authority and Date	Vice-Chancellor and President 05/03/2004
Amendment Authority and Date	Vice-Chancellor and President 12/02/2010; Vice-Chancellor and President 8/05/2013; Vice-Chancellor and President 8/06/2016; Administrator Approved – Chief Information and Digital Officer 6/04/2018.
Notes	This was previously known as the Penalty, Replacement and Administrative Charges Principles (8/03/2013) and the Penalty, Replacement and Administrative Charges Policy and Procedure (8/06/2016).