

LIBRARY PENALTY, REPLACEMENT AND ADMINISTRATIVE CHARGES PROCEDURE



CONTENTS

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

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 and all items available to loan from CQUniversity Library.

3 PROCEDURE

- 3.1 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.
- 3.2 Library items obtained via document delivery will be bound by the procedures of the lending library. The CQUniversity Library will enforce these procedures.
- 3.3 Where a long overdue item is returned prior to being declared permanently lost/stolen, the standard replacement cost will be refunded (however the processing fee will not be refunded).

Overdue items

- 3.4 The following penalties will apply to library items. All replacement, repair and processing fees include GST. 'Days' in the below table refers to calendar days.

Item Type	Requested Overdue	Long Overdue	Permanently Lost/Stolen	Damaged
Laptops	Laptops not returned by time specified in Library notification (5 hour loans) will incur a standard penalty of \$30.	Laptops not returned within 24 hours of loan commencement will be declared long overdue and incur a standard replacement cost of \$1,800 plus a standard processing fee of \$200.	Laptops not returned within 7 days will be declared permanently lost/stolen. Standard replacement cost and processing fee will still apply.	A Laptop returned damaged will incur a minimum repair fee of \$500 (up to maximum of \$1,800 depending on repair cost)
Items requested by another user	Items not returned by date specified in Library notification will incur a \$30.00 per item fee.	Items not returned within 28 days of date specified in Library notification will incur a standard replacement cost of \$112.45 plus a standard processing fee of \$33.	Items not returned within 12 months will be declared permanently lost/stolen. Standard replacement cost and processing fee will still apply.	An item returned damaged will incur a standard replacement cost of \$112.45 plus a standard processing fee of \$33.
All other items	N/A	Items not returned within 28 days of date specified in Library notification will incur a standard replacement cost of \$112.45 plus a standard processing fee of \$33.	Items not returned within 12 months will be declared permanently lost/stolen. Standard replacement cost and processing fee will still apply.	An item returned damaged will incur a standard replacement cost of \$112.45 plus a standard processing fee of \$33.

3.5 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.

Waiving fees

Lost/stolen items

- 3.6 Library users who are unable to return library items because of circumstances such as theft, floods, fire or accident may apply in writing to the Manager, Library Client Services (or delegate), to have the penalties (including processing fees) 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, and
 - 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

- 3.7 Library users who claim they returned/never borrowed a library item may apply in writing to the Manager, Library Client Services, or nominee, to have the penalties (including processing fees) waived if:
- a statutory declaration is provided.

Requested overdue/long overdue items and extenuating circumstances:

- 3.8 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 the Manager, Library Client Services, or nominee, to have the penalties (including processing fees) 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.
- 3.9 Approval of a waiver will be at the discretion of the Manager, Library Client Services, or nominee.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Deputy Director, IT and Library Services is responsible for monitoring, reviewing and ensuring compliance with this procedure.
- 4.2 The Manager, Library Client 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 and fees will be recorded in both the Library's Management System and Student Administration System.
- 4.5 Staff must maintain all records relevant to administering this policy and procedure in a recognised University recordkeeping system.

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 \(FMPPM\)](#)

7 FEEDBACK

- 7.1 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.

8 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	6/06/2021

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; Vice-Chancellor and President 6/06/2018.
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) and the Library Penalty, Replacement and Administrative Charges Policy and Procedure (6/04/2018).