

# Greater Dandenong Libraries Loans - Code of Practice

May 2024

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## Greater Dandenong Libraries provide current and relevant collections and resources to support literacy, lifelong learning.

The Library Loan Policy ensures that efficient, equitable access is provided to library materials and the collection to all library users.

### Loan periods

21 days (3 week) loan period for all collections

#### Exceptions:

- Inter-Library loans – as indicated by the lending library

### How many items can be borrowed?

40 items in total, including a maximum item limit of 10 DVDs, 10 CDs and 20 magazines (for full membership).

### Renewals Limits

All items may be renewed twice

#### Exceptions:

- **HOLDS** – if another library member has placed a hold on the item, it cannot be renewed
- **Inter-Library Loans** as indicated by lending library

Greater Dandenong Libraries does not charge overdue fines for late returns and has implemented automatic renewals for eligible loans.

Please note that items that have already been renewed twice or are on hold for other library members will not be automatically renewed and will need to be returned by the due date.

Patrons will not be notified when their items have been automatically renewed or if items cannot be renewed. It is the responsibility of the patron to check their account either in person, via the web catalogue, library app or by phone.

### Returns

All library materials can be returned to Dandenong and Springvale Libraries, Little Library: Menzies Avenue (24 hrs, 7 days) or Libraries Victoria affiliated Library Services.

### Holds

A hold may be placed on a library item that is currently out on loan or on the shelf at a sharing Libraries Victoria library.

Holds can be picked up from any of the Libraries Victoria libraries.

CGD libraries do not charge for placing holds.

There is a **limit of 20 holds** per membership at any one time.

Library materials can be placed on hold at any service point either in person, via the web catalogue, library app or by phone.

**Exceptions:** Inter-Library Loans can only be picked up from Dandenong and Springvale Libraries. Charges for Inter-Library Loans may apply. See the *Resource Sharing Guidelines* for further information.

### Holds notification

Library members have the option to be notified via post, email or SMS when their hold is ready to be collected.

### Date Due Reminder Email

All library members with a valid email address will receive an email to remind them their items are due for return in 3 days' time.

These notices can only be sent to a library member with a valid email address. It is not available in any other format.

### Overdue Notification

Greater Dandenong Libraries do not charge a daily overdue item fee.

As a courtesy to all library members CGD Libraries gives notification of all overdue items.

Library members may choose to receive notification by telephone, SMS, email or post.

The first notification is made when an item is 7 days overdue.

A second notification is generated when the item is 14 days overdue.

A third final notification is made when the items is overdue 35 days.

At this stage, if items are not returned, they may be referred to a debt collection company to follow up. A recovery charge is passed onto the patron.

Borrowing rights are suspended when outstanding charges are more than \$10.00

### Lost, Damaged or Stolen items

Library members are responsible for the total replacement cost of the item including processing charges when library materials checked out to their card are lost, damaged or stolen.

### Disputed overdues

If a library member disputes the material recorded as on loan to them, they may:

- Have the item recorded on their card as Claims Returned if they believe they borrowed the item and claimed to have returned it
- A library member will be allowed up to 4 current Claims Returned items.
- They will then be expected to pay for any further claims.
- If a dispute over a charge or fee is not able to be handled at the point of contact it may be referred to the Branch Support Officer for resolution

### Using a Statutory Declaration

A Statutory Declaration can only be used when a library member declares they did not borrow the item(s) in question or declare the item(s) have been returned.

- If the item(s) is not found (i.e. library staff have checked and the item cannot be found), the member will be offered the option of either signing a Statutory Declaration form or paying the replacement price of the item plus a processing fee.
- Completed statutory declaration forms need to be witnessed by an authorised person and returned to the Library within 28 days of dispatch.
- On presentation of the completed and appropriately witnessed form fees will be waived.
- For members under the age of 18 years, parents/guardians must be the signatories on the declaration forms and are responsible for ensuring the appropriate person has witnessed the form.