Libraries ACT Membership and Loans Policy

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1 Introduction

This policy aims to ensure that Libraries ACT carries out its responsibilities towards public library accountability for collections in its charge, public library collections being equitably accessible to everyone in the ACT who wants to use the library service, and maintaining consistency of circulation services to everyone who uses the library. It describes membership categories, loan periods, and conditions of loan.

The loans policy is normally updated annually in the September quarter or as required. If you would like to comment on the policy you may do so by email to library@customerinfo.act.gov.au or by writing to:

Director, Libraries ACT

PO Box 158 Canberra City ACT 2601

Phone 02 6205 9000
Fax 02 6207 6461

KEY CHANGES TO THE LIBRARIES ACT LOANS POLICY AS AT 1 MARCH 2014:

- Changes apply to all memberships.

- Maximum loans per member = 50 items.

- 4-week loan period for all items (except for items in high demand which have a 2-week loan period), with the opportunity to renew up to 3 times (excludes requested items).

- 25 cents per item per day overdue fine, with a maximum cap of $7 per item. Fines will apply to all membership categories.
• When items are overdue, members will be suspended from borrowing and using library computers.

• When an item is 30 days overdue, it will be deemed lost and an invoice sent for the replacement cost of the item plus a $6 administration fee per item.

2 Personal information required

2.1 Details required for membership
2.2 Adequate proof of identity
2.3 Date of birth
2.4 Recording and retention of loan history
2.5 Access to Personal Information

Library membership is freely available to all persons who live, work or study in the ACT, and who provide adequate proof of identity and residential address. Library members must produce their library card to borrow items.

Residents of NSW who live within 50km of the ACT border may be accepted for membership. We are unable to otherwise accept membership applications from interstate or overseas.

Privacy of Information:

(a) Libraries ACT uses membership information for several purposes:

(b) Residential address is required for proof of residency in the ACT & ACT Region, or for sending any correspondence such as overdue and request notices, book club notices etc.

(c) Postal address is used to send correspondence such as overdue and request notices, book club notices.

(d) Date of birth is used as an identifier for people with common names, for assigning borrower status (Junior, Senior and Pensioner etc), and for the identification of demographic trends. This information is used by the library for planning future services.

(e) Senior status is used to assist in planning future service for seniors.

(f) Gender information is recorded for identification and statistical purposes. It is also held for planning future services, collection management and selection of items in the collection.

(g) Language information is recorded for statistical purposes and to assist for developing services in languages other than English.
2.1 Details required for membership
Members may refer to the Department of Territory & Municipal Services Privacy Policy for explanation of the use of personal information.

To become a member the following information is needed.

(a) family name or surname and first given name
(b) second given name (if any)
(c) residential address
(d) postal address
(e) email address
(f) phone number
(g) date of birth
(h) languages spoken other than English
(i) name of parent/guardian (where applicable)

Personal information will not be given to a third party without the member’s knowledge and consent, except where it is a legal requirement.

2.2 Adequate proof of identity and residence
To apply for membership you need to show proof of your identity and residential address.

Photographic identification is preferred (e.g. driver’s licence, passport, proof of age card). However Medicare card, pension card, bank card etc are also acceptable. Examples of proof of residential address include driver’s licence, health care card.

If you are under 16 years of age, the signature of a parent or guardian is also required, unless you have official independent status.

Visitors to the ACT who wish to book a computer must show proof of identity (e.g. driver’s licence or passport) to receive a time-limited guest pass.

2.3 Date of birth
Date of birth is required to distinguish between members who have the same name. Membership cannot be refused if the applicant does not wish to provide this information. However it will not be possible to confirm eligibility status for any special borrower category without date of birth.

2.4 Recording and retention of loan history
Senior members can give permission to have history of borrowed materials attached to their membership to assist with their selection of new material.
2.5 Access to Personal Information
Individuals can obtain information regarding access to their personal information by contacting a library manager at any Libraries ACT location. Members can view their personal details, amend their email address, and notify the library that their mail address needs updating by using My Account on the library's online catalogue. To access My Account, library members need their membership number and a four-digit PIN.

Personal information will not be given to a third party without the member's knowledge and consent, except where it is a legal requirement.

3 Membership Responsibilities
All members are to notify the library of any changes that may affect their membership. This includes the following: name, address, phone number or email address, member's status such as pensioner, senior, etc. This may be done:

(a) in person at any ACT library branch
(b) by phoning the Customer Information Centre on 62059000
(c) by mailto: librarycustomerinfo@act.gov.au
(d) through the Libraries ACT website
(e) by contacting Access Canberra or Elections ACT or at any ACT Government Shopfront.

3.1 Membership card replacement
New library members are issued with a library membership card, which may be replaced free of charge should it become worn, or a member changes their name. A fee is charged for lost, stolen or damaged cards.

3.2 Card Security
Members are advised to keep their card in a secure place, and not lend their card to anyone. It is important to notify the library immediately if a library card is lost or stolen, or if unauthorised use is suspected. Until the loss or theft is reported, the library cannot prevent unauthorised use of a member’s card, and members will be held responsible for items loaned and fees accrued.

PINs for member accounts can only be issued or changed in person. For security reasons, the library is unable to issue or change PINs by phone or email.

4 Membership Categories
The following membership categories and associated loan periods are used. On occasions, members may have two memberships e.g. Senior and Home Library Service.
Membership categories are arranged in alphabetical order below.

<table>
<thead>
<tr>
<th>Membership Category</th>
<th>Loan Period in days</th>
<th>Membership Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Adult</td>
<td>28</td>
<td>16 - 59 years of age.</td>
</tr>
<tr>
<td>B Sight Impaired</td>
<td>42</td>
<td>Members with visual impairment, which restricts their use of the collections.</td>
</tr>
<tr>
<td>BB Book Start</td>
<td>28</td>
<td>Birth to two (2) years of age.</td>
</tr>
<tr>
<td>C College Student</td>
<td>28</td>
<td>Students from Erindale and Tuggeranong Colleges only.</td>
</tr>
<tr>
<td>E Senior</td>
<td>28</td>
<td>60 years of age and over (includes aged pensioners). Retention of loans history is optional. This is changed to category N when seniors have agreed and signed that the library may keep their loan history.</td>
</tr>
<tr>
<td>G Group</td>
<td>28</td>
<td>Groups include organisations such as hostels, childcare centres, pre-schools and schools.</td>
</tr>
<tr>
<td>H Home Library</td>
<td>42</td>
<td>Users of the Home Library Service. Membership requires the retention of loans history to avoid duplication of selection. Duplicate membership is allowed to enable the member to use the library when their mobility allows.</td>
</tr>
<tr>
<td>J Junior</td>
<td>28</td>
<td>Under 16 years of age. Requires parent or guardian’s signature.</td>
</tr>
<tr>
<td>N Senior*</td>
<td>28</td>
<td>*Seniors who have agreed to the library keeping their loan history. Please note: Access to loan history is not currently available.</td>
</tr>
<tr>
<td>O Online</td>
<td>N/A</td>
<td>Members of the community who wish to use online electronic resources only. To be eligible for full membership proof of residential address is required.</td>
</tr>
<tr>
<td>P Hearing Impaired</td>
<td>42</td>
<td>Members with hearing impairment that restricts their use of the collections.</td>
</tr>
<tr>
<td>R Restricted*</td>
<td>28</td>
<td>Temporary membership, which enables any 2 items to be borrowed until full identification details have been provided, is available. No renewals permitted.* Visitors who provide sufficient proof of identification and residential address in both the ACT and interstate are eligible for full membership. If an ACT residential address is unavailable they may temporarily register as Restricted.</td>
</tr>
<tr>
<td>Membership Category</td>
<td>Loan Period in days</td>
<td>Membership Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Y Child of Pensioner</td>
<td>28</td>
<td>Dependents of pension card holders up to the age of 16.</td>
</tr>
<tr>
<td>Z Pensioner</td>
<td>28</td>
<td>All current pension card holders (except aged pensioner) must be sighted. Membership is valid until the expiration of the current pension card.</td>
</tr>
</tbody>
</table>

4.1 **Adult (A)**
Is available to people between the ages of 16 to 59, who are not eligible for membership to any categories listed below.

*Items are loaned for 4 weeks (28 days)*

4.2 **Sight Impaired (B)**
Copyright law requires evidence of the disability. This may be self evident, or in the form of a letter from a doctor, community worker, or referral from the Blind Society etc. Materials specifically designated for the print handicapped, such as spoken word cassettes are loaned for 6 weeks (42 days)

4.3 **Book Start (BB)**
Membership for babies.

*Items are loaned for 4 weeks (28 days)*

4.4 **College Student**
Students from Erindale and Tuggeranong Colleges only.

4.5 **Senior (E)**
Is available to people aged 60 and over. Senior members can have their loan history attached to their membership to assist with their selection of new materials. This category is changed to N when seniors have given their permission for their loan history to be kept. Please note: access to loan history is currently unavailable

*Items are loaned for 4 weeks (28 days)*

4.6 **Group (G)**
The role of the library is not to provide an entire collection for an organisation, but rather to support and supplement their existing collections. The needs of one group must be balanced against the needs of individual library members and other organisations. Group members are therefore limited to 50 items per Group. To obtain a group membership, an authorised representative of the group must be registered on the group’s behalf. Membership details must accurately reflect the current authorised representative. As with
single memberships, the group member is responsible for all the material borrowed by the group, including returning materials on time. The library reserves the right to limit the numbers of high demand items from any one category, such as popular school assignment topics etc. Groups include organisations such as hostels, childcare centres, pre-schools and schools.

*Items are loaned for 4 weeks (28 days)*

### 4.7 Home Library Service (HLS)
Home Library Service membership is offered to those people who are unable to visit the library themselves. This may be for long or short-term periods, e.g. while recovering from a medical condition. Carers and dependent children are also eligible for home library membership. These members may have a second membership in recognition that they may be able from time to time to visit the library to select independently. Libraries ACT encourages this. Members are visited or phoned by HLS staff to establish reading preferences and any special requirements. The membership card is kept at Home Library Service. As home library service members are visited fortnightly or monthly, the 6 week loan period enables library staff and volunteers to manage member requirements.

*Items are loaned for 6 weeks (42 days)*

### 4.8 Junior Membership (J)
Children under 16 years of age must have a parent or guardian provide proof of residential address on their behalf, as signatory to the membership. Parents applying for membership of children, who are not with them at the time of joining, will need to provide proof of the child’s existence e.g. Medicare card. Arrangements can be made for special group visits to the library by teachers of students from the Introductory English Centres. If information and membership forms are sent home and signed before the visit, the library will accept the enrolment records of the school as proof of address.

*Items are loaned for 4 weeks (28 days)*

### 4.9 Online Registrations (O)
People wishing to join the library online and use only the online resources are able to do so through the [library’s web site](#). In this case, an “O” or Online membership will be issued.

If “Online” members wish to borrow from the library’s collections, they are required to visit a public library branch and register for full membership by providing the personal information required.

### 4.10 Restricted members (R)
Restricted membership provides temporary membership for people who wish to join the library but who are temporarily unable to provide adequate proof of residential address. They are required to show ID eg. Medicare card, credit card etc.
4.11 Visitors (Adult, Junior, Senior etc)
Interstate and international visitors must provide the same personal information listed in 2.2 (Details required for membership). This includes proof of temporary ACT address and permanent interstate or overseas address.

*Items are loaned for 4 weeks (28 days)*

4.12 Membership Deletion
Memberships, which have not been used for more than two years, are removed from the database in July/August of each year as part of regular database management. Memberships with outstanding fees or loans are not deleted.

5 Item Loan Limits
Item loan limits and loan periods are determined by borrower type. eg B (Braille) and types of material borrowed eg. DVDs. Items in high demand may have a reduced loan period.

5.1 Standard membership
A member may borrow a **maximum of 50 items** at any one time. Libraries ACT encourages all family members to join the library and to use their own membership card. There is no provision for family membership. A member may have a **maximum of 50 items** on request at any one time.

5.2 Group Membership
Groups can borrow a maximum of 50 items.

6 Loan Periods
A registered member may borrow material on presentation of a valid current library card, unless membership privileges have been suspended.

Library members must produce their current library card in order to borrow items. Other proof of identification cannot be used to borrow, and may only be used as proof of identity to replace a lost or stolen card.

6.1 Standard Loan Period
The standard loan period is 4 weeks (28 days).

6.2 Material borrowed from the Mobile Library
Items borrowed from the Mobile Library have a 4 week (28 days) loan period.

6.3 Short Term Loan Period
A short-term loan period of a maximum of 2 weeks (14 days) may be set for high demand material. These items may not be renewed.

All items with three (3) or more requests are considered to be in high demand and are subject to the short term loan period.
6.4 Temporary Not for Loan
A temporary “Not for Loan” status may be set for high demand material in the Erindale and Tuggeranong colleges. This status will allow items in high demand to be used in the respective libraries only.

6.5 Home Library Service
Home Library Service (HLS) members have a loan period of 6 weeks (42 days). This helps facilitate deliveries made by staff and volunteers.

7 Loan extensions (renewals)
A member who needs to keep an item for longer than the standard loan period may extend the loan for a further loan period except if the item is requested, or it is on short-term loan. Items can be extended up to three (3) times. A loan extension can be done at the library, by phone or through the Internet.

An overdue item can be renewed, except if the item is requested, or it is on short-term loan, or it has been deemed lost.

Many library users rely on selecting from the range of material on the shelf and assume that material on loan will become available for their use after the normal loan period has expired. The library aims to encourage members to return the item as soon as possible after the member has finished with it, to enable others to use the item. This achieves maximum benefit to the community. Extending loan periods conflicts with this aim as it has the effect of minimizing the opportunities for maximum use. Alternatively, some members will find that due to work and other commitments, and the length or complexity of some material that an extension is required. Reconciling these two conflicting aims is difficult. Accordingly, a limit of three extensions has been set.

8 Overdue Loans
An overdue item is one which is not returned by the due date. Library members are expected to return or renew an overdue item/s. If an overdue item/s is not returned or renewed, library membership privileges, including borrowing and use of library computers, will be suspended until the item/s are returned or renewed. Overdue fines will be charged per item per day.

The due date is displayed on screen when items are borrowed or renewed, and on printed receipts.

Library members can check the details of their account, including the due date for items on loan, and renew items, in person at any library, by phoning 6207 5000, or online www.library.act.gov.au.

8.1 Fees and notices
It is the responsibility of members to return items borrowed by the due date.

All notices are sent as a courtesy reminder and to encourage the return of items. The best way to get courtesy reminder notices is by email which is faster and less expensive. Not receiving notices is not considered a reasonable excuse for not returning or renewing items, or as extenuating circumstances to support request to waive fees or loss of privileges.

A pre-due reminder notice is sent (via email only) approximately **4 days before an item is due**.

When an item is **7 days overdue**, a reminder notice is sent (via email or post) to library members reminding them the item is overdue, and should be returned immediately. They will also be informed of pending charges for overdue items and loss of library privileges, including borrowing and use of library computers, until the item is returned or renewed. The timing of this letter at 7 days overdue is because in many cases an overdue item is an oversight.

When an item is **21 days overdue**, a second reminder notice is sent (via email or post) to library members reminding them the item is still overdue, and should be returned immediately. They will also be informed of pending charges for overdue items or replacement and administration charges if the item is not returned.

When an item is **30 days overdue** it will be automatically deemed as lost and an invoice will be sent (via email or post) to the library member for the replacement cost of the item/s and a $6 administration fee per item. If items are returned after this invoice has been generated, the replacement cost of the item/s will be removed from the member’s record, however the $6 administration fee and $7 overdue fines will still be payable.

If fines and fees remain unpaid, the matter will be transferred to the debt collection process for Territory and Municipal Services.

Library members who have difficulty making payments may negotiate payment by instalment, at the discretion of the Senior Librarian. However, no further items may be borrowed until the amount is below $25.

Note: Home Library Service members are exempt.

### 8.1 Suspension of membership privileges
Library membership privileges including borrowing items and use of library computers are suspended when a library member has one or more of the following:

- (a) an item overdue
- (b) 4 or more lost items
- (c) 4 or more unresolved items that have been claimed as returned

Membership privileges are reinstated once the reasons for suspension are resolved.
A member who has a problem paying fees may negotiate payment by instalment at the discretion of the Senior Librarian. However, no loans may be made until the amount of these fees is below $25. If payments are not made as agreed, borrowing rights will again be suspended.

9 Appeals against fees and charges

9.1 Appeals
Where a member considers that a fine should not apply, application can be made to have the fee reviewed. Library staff are not empowered to waive fees. The Financial Management Act (no.22 of 1996) states that “The Treasurer may by instrument, on behalf of the Territory... waive the Territory’s right to payment of any amount payable to the Territory”. Members may apply to have their fees reviewed by the Department by completing the appropriate documentation at any library. Only 2 grounds of appeal are recognised:

(a) Incorrectly applied fee or charge. If the member believes that a fee has been levied incorrectly, they may apply to have the charges removed by using the Request to Waive Fees form.

(b) Extenuating circumstances. If the member believes that they have an extenuating circumstance that has resulted in a fee and they consider they should be exempt from the fee they may apply to have the charge removed by using the Request to Waive Fees form. While this is being assessed, a member’s right to continue borrowing is reinstated.

9.2 Disputed Payments
Members who believe or claim to have paid a fee, which appears not to have been entered on their record, may request a review of the situation by completing the Fees and Charges Levied in Error form.

9.3 Claim Returned
The library has a process which is followed if members claim to have returned items that still show as a loan on their library record. If the item is not found on library shelves, the member may apply to have the matter further investigated by raising the matter with customer services officers.

A limit is applied to the number of items a member can claim returned. If the maximum is reached, library membership privileges including borrowing items and use of library computers will be suspended.
10 Charges - other

10.1 Lost/Damaged/Stolen items/Incomplete Returns
When members join the library they agree to pay for lost, damaged or stolen items.

Charges for these items are based on the actual cost of replacing the item. In addition to the cost of replacing the item, an administration fee is levied to cover costs including ordering and accessioning the item and staff resources. Replacement cost is based on the actual cost of the item as recorded on the library system.

No refunds will be given for items once they have been paid for. Any item that has been paid for by a library member is then considered to be the property of the member.

Please note: the library is unable to accept replacement items in lieu of payment.

10.2 Replacement borrower cards
There is a cost for replacing a lost borrower card. This fee is to cover the administration costs involved in issuing a replacement card.

11 Inter library loan and Document Delivery
All libraries use the inter library loan service to provide library members with a greater access to resources beyond those of Libraries ACT. By participating in the network of Australian Libraries the ACT community is able to access library materials held throughout Australia.

The cost imposed by the supplying library is paid by the member requesting the interlibrary loan. There is also a standard cost for interlibrary loans which is listed on the library website, however costs do vary and the actual amount will depend on the service requested. Interlibrary loans are free of charge to sight impaired borrowers. Fees apply for items supplied through inter library loan which are damaged or lost.

11.1 Resources supplied to other libraries
The library participates in the National Document Delivery Service. Items are loaned to other libraries for 8 weeks (56 days) with no option to renew. An 8-week loan period allows time for the delivery and return of the item to and from the requested library and time for their members to collect and use the item. The charge to other libraries is based on the average cost of supplying the items. The charges are listed on the library website.

11.2 Resources supplied by other libraries
Libraries supplying items for our members have the right to specify the loan period of the particular item. The library can also request that the item be “for in-library use only”.

12 Collections
The general collection is available for 4 week loan period. Specific collections may have a different loan period.
12.1 **Reference collections (Ref)**
Reference collections in all libraries are not for loan. Some overnight loans are allowed at the discretion of the Senior Librarian.

12.2 **English Learning (EL)**
Items are loaned for 6 weeks (42 days). Items in the English Learning collection are lent to help ensure that those who are attempting to improve their literacy, or are learning English, have ample opportunity to use the material that the library provides.

12.3 **College Audio Visual material (VCE / VCT)**
Copyright provisions restrict the use of this material for loan and viewing to teachers of Erindale and Tuggeranong Colleges only.

12.4 **Music Scores (MS)**
Housed at Woden Library

Items are loaned for 4 weeks (28 days).

12.5 **Resources in languages other than English**
Items are loaned for 4 weeks (28 days).

12.6 **College Textbooks**
Tuggeranong Items belong to the Tuggeranong College and are available for Tuggeranong College use only.

Erindale Items belong to the Erindale College and are available for Erindale College use only.

12.7 **College Teachers Reference**
Tuggeranong (TF) Reference material restricted to use by Tuggeranong College staff only.

12.8 **Reading Group Collection (RG)**
Housed at Belconnen Library.

Items are loaned for specific periods according to reading group meeting dates. These items are not part of the general fiction collection. The books are restricted to Read Around Canberra participants and to private Reading Groups. A representative of the group reserves titles in advance with the Senior Librarian of Belconnen Library. This material cannot be renewed, transferred or requested.

12.9 **ACT Heritage Library**
The ACT Heritage Library, located at Woden Library, is primarily a reference library with a responsibility for preservation of the documentary heritage of the ACT, and as such the majority of resources are not for loan.

A small collection of material largely on the development and history of Canberra from the ACT Heritage Library is available for loan. Items are loaned according to the standard for
public library items which is four weeks (28 days). The collection is housed on level one outside the ACT Heritage Library.

### 13 Version Control Table

<table>
<thead>
<tr>
<th>Changes Made</th>
<th>Date</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rewrite of whole policy document</td>
<td>January 2004</td>
<td>1, 2004</td>
</tr>
<tr>
<td>Suspension of borrowing rights; cost of admin fee for lost library materials;</td>
<td>12-11-2004</td>
<td>2, 2004</td>
</tr>
<tr>
<td>cost of ILL; cost of maximum overdue fine charge all updated with 04-05 financial year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Material borrowed from the mobile library has changed length of loan period</td>
<td>21, June 2004</td>
<td>3, 2004</td>
</tr>
<tr>
<td>from 1 month (28 days) to 6 weeks (42 days) based on the frequency of the</td>
<td></td>
<td></td>
</tr>
<tr>
<td>service to customers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print handicapped relabelled as Print Disability in line with definition on</td>
<td>September, 2005</td>
<td>1, 2005</td>
</tr>
<tr>
<td>page 18 of policy; Material borrowed from the home library service has</td>
<td></td>
<td></td>
</tr>
<tr>
<td>changed length of loan period from 6 weeks (42 days) to 8 weeks (56 days)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>based on the frequency of the delivery service to customers;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>When library customers are notified that they have a fine of $15.00 or more,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>they will be permitted to continue to borrow providing that they undertake to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>pay a reasonable amount off the fine, every time they borrow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interlibrary loans fees increase from $13.45 to $13.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change to Section 8.3, from 6 overdue notices to three overdue notices.</td>
<td>June 2006</td>
<td>1, 2006</td>
</tr>
<tr>
<td>• Amended text referring to frequency of policy updates to “updated regularly</td>
<td>30 October 2006</td>
<td>4, 2006</td>
</tr>
<tr>
<td>as required”</td>
<td></td>
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<tr>
<td>• Removed the word “visit“ from “Library membership is freely available to...”</td>
<td></td>
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<tr>
<td>(2.0)</td>
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<tr>
<td>• Changed the number of overdue notices from three to two. (8.3)</td>
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<tr>
<td>• Inserted information about the method of notices - mail, email, SMS (8.3)</td>
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<tr>
<td>• Removed reference to Library science (12.4), Junior stack (12.8)</td>
<td></td>
<td></td>
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<tr>
<td>• Removed references to Griffith Library</td>
<td></td>
<td></td>
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<tr>
<td>• Amended reference to Reading Group Collection (12.14)</td>
<td></td>
<td></td>
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<tr>
<td>Changes to fees and fines 2007-08</td>
<td>August 2007</td>
<td>1, 2007</td>
</tr>
<tr>
<td>Changes Made</td>
<td>Date</td>
<td>Version</td>
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<tr>
<td>----------------------------------------------------------------------------</td>
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<tr>
<td>Change to contact details</td>
<td>November 2008</td>
<td>4, 2008</td>
</tr>
<tr>
<td>Changes made to loan periods and borrowing limits:</td>
<td>1 July 2009</td>
<td>1, 2009</td>
</tr>
<tr>
<td>• Loan period increased from three weeks to four weeks (28 days), with some limits applying.</td>
<td></td>
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<tr>
<td>• Loan period for DVDs increased from one week to two.</td>
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<tr>
<td>• Two week loan period for high demand items.</td>
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<tr>
<td>• Limit of 30 items per member removed with loans now unlimited.</td>
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<tr>
<td>• Number of renewals increased from one to three.</td>
<td></td>
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<tr>
<td>Members must use a current library card to borrow.</td>
<td></td>
<td>2, 2009</td>
</tr>
<tr>
<td>Corrections to fees &amp; charges</td>
<td>July 2009</td>
<td>3, 2009</td>
</tr>
<tr>
<td>Corrections to fees &amp; charges</td>
<td>July 2010</td>
<td>1, 2010</td>
</tr>
<tr>
<td>Changes to 10.1 Lost/damaged/stolen items/incomplete returns</td>
<td>September 2010</td>
<td>2, 2010</td>
</tr>
<tr>
<td>Logo and name change to Libraries ACT integrated into policy</td>
<td>June 2011</td>
<td>1, 2011</td>
</tr>
<tr>
<td>Change to loans policy to include information about the overdue procedures</td>
<td>June 2012</td>
<td>1,2012</td>
</tr>
<tr>
<td>Addition of 2.5 Access to personal information</td>
<td>October 2012</td>
<td>2,2012</td>
</tr>
<tr>
<td>Deletion of references to collections no longer held (e.g. Spoken Word Cassettes) or integrated into other collections (e.g. Junior Literature). Clarification and additional information about ACT Heritage Library, membership, PINs, limits to the number of claimed returned items and requests.</td>
<td>March 2014</td>
<td>1, 2014</td>
</tr>
<tr>
<td>Changes to loans policy to include information about overdue procedures effective 1 March 2014, as a result of an evaluation. Updated information includes:</td>
<td>March 2014</td>
<td>1, 2014</td>
</tr>
<tr>
<td>• Fees and notices.</td>
<td></td>
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<tr>
<td>• Loan period.</td>
<td></td>
<td></td>
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<tr>
<td>• Loan limit.</td>
<td></td>
<td></td>
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<tr>
<td>• Membership eligibility.</td>
<td></td>
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</tbody>
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