



Clarence Regional Library Fee Waiving Policy



Responsible Manager (Title)	Regional Librarian		
Adopted by Council	Date 21 November 2024	Minutes 2024.409 Item 7.16	
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Document(s) this policy Supersedes	version 3.1		
Community Plan Linkage	1.3 Society - A safe and active community where healthy lifestyles and better health outcomes are encouraged and supported with accessible infrastructure for residents of all ages and abilities		

1 Purpose

To establish guidelines for dealing with customer loans for lost items and/or loans which move to overdue status.

2 Definitions

<i>Borrow</i>	use of a library item, with an obligation to return it by the due date without damage
<i>Charge/Fee</i>	an amount applied by the Library for lost or damaged items
<i>Due Date</i>	refers to the date recorded by the Clarence Regional Library when a lent item is required to be returned to the Library
<i>Item</i>	refers to any book, magazine, videotape, CD, DVD, Microfilm, microfiche, cassette or any other recorded material, regardless of physical form, that is part of the Library collection
<i>Library</i>	refers to the Clarence Regional Library
<i>Library Member</i>	shall mean a person who has been issued a library card and is entitled to borrow items from the Library for which they may incur charges.

3 Background/legislative requirements

This policy outlines the criteria under which requests for the reduction or waiving of library fees can be made and the circumstances under which requests will be considered.

Generally, charges will only be reduced or waived as a result of extenuating or unforeseen circumstances such as accident, illness or disaster. This policy enables library staff to make decisions based on individual customer circumstances and provides for staff to refer more complex requests to a supervisor where necessary.

Relevant Legislative Provisions

Local Government Act NSW 1993

Library Act NSW 1939

Library Regulation NSW 2010

4 Policy statement

Council recognises there are cases requiring respect and compassion in special circumstances. This policy establishes guidelines for applying the principles of fairness, integrity, confidentiality and compliance with statutory requirements. It applies to all applications for waiving or reducing fees and charges.

4.1 Waiving of Lost/Damaged Charges

Lost/Damaged charges may be waived on the following grounds:

- Disasters such as flood, fire, criminal act, etc
- Stolen Library Card

The administration charge will also be waived in these circumstances.

4.2 Reduction or Waiving of Inter Library Loan Charges

Inter Library Loan (ILL) charges will be waived if the request has been altered so that a charge no longer applies. This may occur where the request has been altered to a Suggestion for Purchase request, a Reservation, or a combined ILL request in the case of a two part title.

4.3 Principles

Library staff will treat all people fairly and consistently under this Policy.



Library staff recognise the importance of establishing lost and damaged item charges as a management tool for ensuring that all items are treated with care and that all customers have full and equitable access to these items.

5 Implementation

- Customers are responsible for the library materials borrowed on their cards and are expected to return materials in a timely manner.
- Library membership privileges will be suspended after 28 days when items move to a *lost* status.
- When dealing with all charges, staff should remind borrowers of the various methods available to avoid fees, i.e.) Renewing items in person, by phone, or online.
- Waiving customer charges requires supervisory approval.
- Upon waiving charge, staff must record in the library's computer system that a charge was waived, the location, amount waived, reason for the waiver, and the staff member's name.
- The waiving of fees is an unusual circumstance. Customers who have had charges waived or reduced, either as a single act, or over a period of time, may be denied further service.

6 Related Documents

N/A

7 Attachments

Circulation and Membership Policy

Schedule of Fees & Charges