

University of Southern Queensland



Library Fines and Charges Regulations

- 1 General Regulations
- 2 Library Fines
- 3 Replacement Costs
 - 3.1 Replacement Costs – Long Overdue
 - 3.2 Replacement Costs - Lost
- 4 Damaged Items
- 5 Reciprocal Borrowing debts incurred by USQ students
- 6 Payments
 - 6.1 USQ Students
 - 6.2 USQ Staff, reciprocal Borrowers and Associate Members
- 7 Sanctions
- 8 Appeals

1 General Regulations

- 1.1 The Library levies the following charges on users:
 - Library fines for the late return of borrowed items
 - Replacement costs and associated processing fees for the non-return, loss or irreparable damage of items
 - Damaged item charges for the repair of items damaged by users whilst on loan or within the Library.
- 1.2 Charges accrue in the Patron Account of the Virtua Library Management System. For USQ students the charges will be transferred to the student's account in the USQ Finance system 24 hours after accrual. Charges for USQ staff, Reciprocal Borrowers and Associate Members remain in Virtua.
- 1.3 Statements of Library Charges are emailed daily to users. Details of charges can also be viewed online on the Accounts screen of MyLibrary, or for USQ students via the Finances tab in the Student Centre in UConnect.
- 1.4 The collection of library fines and charges for USQ library items held at Fraser Coast is managed by the FCRC Library Services. Library fines and charges align with the current USQ regulations.

2 Library Fines

- 2.1 Return or renewal of Library items after the due date will result in the accrual of overdue or late renewal points. Overdue and late renewal points accrue at the following rates:
 - *Course Readings Collection items* - \$2 per hour or part thereof to a maximum of \$50 per item
 - *Requested and Short Term Loan items* - \$1 per day or part thereof to a maximum of \$25 per item
 - *Other items* - 50 cents per day or part thereof to a maximum of \$25 per item

Overdue and late renewal points only accrue for days on which the owning location Library is open.
- 2.2 When overdue or late renewal points reach a total of **\$20 or more**, this becomes the fine amount payable in full (including the initial \$20 accrued).

- 2.3 At the end of each year, overdue or late renewal points totalling \$19.50 or less will be deleted from each patron record, unless there are unresolved overdue items from that year.
- 2.4 USQ staff and research students do not accrue overdue or late renewal points.

3 Replacement Costs

3.1 Replacement Costs – Long Overdue

3.1.1 Items which are not returned within

7 days of the due date in the case of Course readings Collection items or
 14 days of the due date in the case of Requested items or
 28 days of the due date in the case of any other items

will incur actual replacement costs or (for items older than five years) a charge equal to the average cost of a book as calculated by the Library (currently \$99 including GST). Users will also be charged a processing fee (currently \$22 including GST) and maximum fine (see section 2.1).

- 3.1.2 Subsequent return of the long overdue item, will result in the cancellation of the replacement cost. The processing fee and maximum fine will still be payable.

3.2 Replacement Costs - Lost

- 3.2.1 Lost items will incur actual replacement costs or (for items older than five years) a charge equal to the average cost of a book as calculated by the Library (currently \$99 including GST). Users will also be charged a processing fee (currently \$22 including GST).

- 3.2.2 Subsequent return of the long overdue item will result in the cancellation of the replacement cost. The processing fee will still be payable.

4 Damaged Items

- 4.1 Items returned to the Library with repairable damage will incur a charge to cover the cost of repairs.
- 4.2 Items returned to the Library with irreparable damage will be regarded as lost and will incur actual replacement costs or (for items older than five years) a charge equal to the average cost of a book as calculated by the Library (currently \$99 including GST). Users will also be charged a processing fee (currently \$22 including GST).

5 Reciprocal Borrowing debts incurred by USQ students

- 5.1 USQ students can join and borrow from other Australian University Libraries. Students may accrue charges at these libraries. Under the terms of the University Libraries Australia agreement, other university libraries may provide USQ Library with details of library charges accrued by USQ students and ask for assistance in recovering the debt.
- 5.2 For lost or long overdue books USQ Library will provide restitution to the lending library for replacement costs and processing/administration fees (if invoiced by the institution). An assessment notice for these charges, plus an additional processing fee, will be raised against the student's account in the USQ Finance system.
- 5.3 For Library fines, USQ Library will not provide restitution for the fine to the lending library.

6 Payments

6.1 USQ Students

- 6.1.1 If Library charges are recorded in Virtua, students may pay at the Library with cash, cheque, money, credit card or Eftpos.
- 6.1.2 Once Library charges have been transferred into the USQ Finance system, students can pay online or via Bpay, or direct to the Finance cashier using cash, cheque, money order or Eftpos.
- 6.1.3 At Springfield, cash and Eftpos payments can be made to the Library as there is no Finance cashing available at Springfield Campus.
- 6.1.4 Once charges have transferred to the USQ Finance System, cash or Eftpos payments can only be made to the Toowoomba Library in very exceptional circumstances.
- 6.1.5 Students can arrange to part pay library charges by completing a Collection Agreement Request form. Upon completion this form is forwarded to the Library Officer (Circulation), for approval. The collection agreement will then be created within USQ Finance system.
- 6.1.6 Collection agreements can only be requested for charges in excess of \$60. Minimum part payment is \$20, and total payment must be completed within 90 days.
- 6.1.7 Collection agreements can only be created in the USQ Finance system after the payment due date has passed.

6.2 USQ Staff, Reciprocal Borrowers and Associate Members

- 6.2.1 Payments can be made at the Library with cash, cheque, money, credit card or Eftpos.
- 6.2.2 Arrangements can be made to part pay library charges by completing a Part Payment Request form. Upon completion this form is forwarded to the Library Officer (Circulation), for approval.
- 6.2.3 Collection agreements can only be requested for charges in excess of \$60. Minimum part payment is \$20 per month and total payment must be completed within 90 days.

7 Sanctions

7.1 USQ Students

- 7.1.1 Failure to pay library charges by the payment due date will result in the following sanctions (in accordance with the USQ Financial Management Practice Manual section 23.5.2 no 14, 15):
 - Borrowing privileges will be suspended
 - All results will be withheld
 - Academic transcripts will be withheld
 - Students will be prevented from graduating
 - Students will be placed in the hands of the University's debt collection agency.
- 7.1.2 The above sanctions will be removed when all outstanding library charges are paid in full.

7.2 USQ Staff

- 7.2.1 Staff with outstanding library charges will have their borrowing privileges suspended.
- 7.2.2 If charges remain unpaid after 30 days, an assessment will be raised in the USQ Finance system.
- 7.2.3 If charges remain unpaid, staff will be placed in the hands of the University's debt collection agency.
- 7.2.4 All sanctions will be removed when all outstanding library charges are paid in full.

7.3 Reciprocal Borrowers

- 7.3.1 Reciprocal Borrowers with outstanding library charges will have their borrowing privileges suspended.
- 7.3.2 If charges remain unpaid after 30 days, an assessment will be raised in the USQ Finance system.
- 7.3.3 If the charges are for lost or long overdue items, the home institution will be invoiced for equivalent charges to recoup the debt. The home institution may then take action to recover the debt.
- 7.3.4 Reciprocal Borrowers cannot renew library membership until all outstanding Library charges have been paid in full.
- 7.3.5 All sanctions will be removed when all outstanding library charges are paid in full.

7.4 Associate Members

- 7.4.1 Associate members with outstanding library charges will have their borrowing privileges suspended.
- 7.4.2 If charges remain unpaid after 30 days, an assessment will be raised in the USQ Finance system.
- 7.4.3 If charges remain unpaid, Associate Members will be placed in the hands of the University's debt collection agency.
- 7.4.4 Associate Members cannot renew library membership until all outstanding Library charges have been paid in full.
- 7.4.5 All sanctions will be removed when all outstanding library charges are paid in full.

8 Appeals

- 8.1 A client who wishes to appeal against a library charge must apply in writing (print or email) and forward to the Library Officer (Circulation).
- 8.2 Appeals can only be lodged on the following grounds and must be accompanied by documentary evidence:

Grounds for appeal	Documentary evidence required
Medical	Doctor's certificate, hospital admission/discharge papers
Death of family member	Death certificate, funeral notice
Natural disaster, emergency situation	Police report, insurance claim
Armed services – emergency call up	Email/letter from supervisor

- 8.3 The Library database records the date and time of check-in. No appeal on the grounds that an item was returned at a date and time other than that recorded in the Library database will be accepted.

Date Approved: 17/11/09

Approved By: Alan Smith, Executive Director, Division of Academic Information Services

Review Date:

Reviewed By: