



UNIVERSITY  
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## LIBRARY LOANS POLICY

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<b>First Approved by:</b>	University Council		
<b>Custodian title &amp; e-mail address:</b>	Associate Director Learning & Engagement		
<b>Author:</b>	Manager Client Experience		
<b>Responsible Division &amp; Unit:</b>	University of Wollongong Library		
<b>Supporting documents, procedures &amp; forms:</b>	<a href="#">Library Code of Conduct</a> <a href="#">UOW Copyright Policy</a> <a href="#">IT Acceptable Use Policy</a> <a href="#">UOW Privacy Statement</a> <a href="#">UOW Privacy Policy</a> <a href="#">UOW Privacy Management Plan</a> <a href="#">UOW Student Privacy and Disclosure Statement</a> <a href="#">Library Fines table</a> <a href="#">Library Client table</a>		
<b>Relevant Legislation &amp; External Documents:</b>	<a href="#">Inter Library Consortia Agreement</a>		
<b>Audience:</b>	Public		

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### 1 Purpose of Policy

1. The purpose of this policy is to provide information about accessing and borrowing resources from the University of Wollongong Library Service.
2. The policy relates to all staff, students, alumni and guests using the Library Service.

### 2 Definitions

Word/Term	Definition (with examples if required)
Client	Any person using the services and facilities provided by the Library.
Electronic Resources or E-Resources	Materials in digital format accessible electronically. Examples of e-resources are electronic journals (e-journal), electronic books (e-book) online databases in varied digital formats, Adobe Acrobat documents (.pdf), WebPages (.htm, .html, .asp etc) and more.
General Loan Collection	Items in the library collections that are not otherwise classed into special or restricted loan categories. General loan items make up the bulk of the Library's physical resource collection.
Guests	Guests may include, but are not limited to: community members, high schools, persons covered under reciprocal arrangements with industry and other university libraries, visiting academics.
Hold	The Library reservation system which clients can use to reserve an item for a limited period of time prior to checking it out.
Inter-Library Loan	Resources lent from other libraries or collections outside of the UOW Library system.
Item	Includes any resource, facility or service (including online or networked



	Includes any resource, facility or service (including online or networked resource or service) available in or through the Library.
Library UOW Library University of Wollongong Library Service	The terms Library, UOW Library or University of Wollongong Library Service includes any physical site, equipment, or collection managed by or on behalf of UOW Library, including computers and electronic services.
Library Card	Means any student card, staff card or a library card issued by the University.
Recall	Items that have been flagged for return to the Library prior to the original due date.
Self-check	Library terminals which allow self-mediated checkout.
Service Desk	The client services desk or circulation desk at all relevant Library sites.
Short Loan	Items on restricted loan terms due to high demand.
UOW	University of Wollongong.

### 3 Eligibility

1. UOW staff and enrolled students are automatically registered to borrow from the Library. The UOW student or staff card is also a Library card and the UOW username and password enables access to Library electronic resources.
2. UOW alumni are eligible to apply for membership. Applications can be made online via the [alumni webpage](#). Benefits, including access to physical and electronic resources can be found on the library website.
3. Guests are welcome to apply for membership. Details on eligibility, application and benefits, including access to physical and electronic resources can be found on the Library website at <https://uow.libguides.com/borrowing/join>.

### 4 General Conditions of Loan

1. No person may remove any item from the Library without a loan transaction having first been made.
2. Loan transactions can be made via self-check or by taking items to the service desk.
3. A valid University student, staff, alumni or guest card is required to complete a loan transaction.
4. Library cards are not transferrable other than in exceptional circumstances such as an Academic's Research Assistant, or a representative of a client with a disability or illness. In such cases, a representative must show written authorisation from the card owner.
5. The Library follows the University of Wollongong Privacy Statement and its supporting documents. We collect data and statistics as necessary for administrative and policy purposes and enabling the provision of student services. The UOW Library will take all reasonable steps to protect personal information against loss, misuse, unauthorised access, modification or disclosure. See the UOW Privacy Policy, the UOW Privacy Management Plan and UOW Student Privacy and Disclosure Statement for more information.
6. Clients are able to place a hold on an item that is on loan. This will activate a recall of the item. A notification is sent when the item is ready to be picked up.



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7. Clients are able to [renew items](#) online.

## 5 Responsibilities of Library Clients

1. The client is responsible for the safe keeping and timely return of all items borrowed from the Library.
2. Clients are responsible for returning items that have been recalled by the date indicated in the recall notice.
3. Clients are responsible for regularly checking emails for Library notices.
4. Clients borrowing or using Library resources are required to abide by copyright and licensing rules. For detailed information or to ask questions see the UOW Copyright Policy and the IT Acceptable Use Policy.
5. All borrowed materials will be returned to the Library when the client leaves the University or, in the case of guest membership, ceases to be a member of the Library.

## 6 Penalties, Fees and Charges

1. Failure to return a short-loan by the date/time due will incur a fine.
2. Failure to return an item requested by another client or otherwise recalled by the Library by the recall date will incur a fine.
3. Inter-library items do not belong to the UOW Library and as such have separate guidelines and rules. These rules are available on the Library website at <https://uow.libguides.com/borrowing/borrowing-from-other-libraries>.
4. Withdrawal of borrowing privileges applies to clients with outstanding fines or fees of \$60 or more for staff and students, or \$10 or more for guests.
5. If an item is not returned within 30 days of its due date, the client will be billed the replacement cost plus an administration processing fee.
6. Where an item is lost or damaged beyond repair or further use, the client will be required to pay a replacement cost plus an administration processing fee.
7. Details of fine and fee amounts are listed on the Library website at <https://uow.libguides.com/borrowing>.
8. Details on how to pay fines and bills can be found on the Library website at <https://uow.libguides.com/borrowing/information>.
9. Failure to pay fees and charges within the time specified on the billing notice may result in the deployment of UOW debt retrieval services.

## 7 Client Categories and Conditions

1. A list of client categories and borrowing conditions can be found on the Library website at <https://uow.libguides.com/c.php?g=704875&p=5571305>.

## 8 Appeals

1. Clients may request to appeal a fine or penalty by providing a reasonable explanation or exceptional circumstances via email to [Client Services](#).

## 9 Roles & Responsibilities



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1. The Client Services Team is responsible for administering the terms of use including: determining eligibility, loan conditions, penalties and appeals.
2. Matters that are not able to be resolved by the Client Services Team Leader can be escalated to the Manager, Client Experience.
3. The responsibilities of the client are noted within the policy.

## 10 Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	8 December 2017	University Council	New Policy

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