

## OPERATIONS POLICY - LIBRARY & LEARNING CENTRE FINES AND CHARGES

<p><b>1. Policy Statement</b></p>	<p>SAE Institute Pty Ltd trading as SAE will impose charges for resources borrowed from the Library &amp; Learning Centre, which are overdue, lost or damaged.</p>
<p><b>2. Purpose</b></p>	<p>To detail the fines and charges applicable to borrowers for overdue, lost or damaged Library &amp; Learning Centre resources.</p>
<p><b>3. Scope</b></p>	<p>This policy applies to all borrowers of the Library &amp; Learning Centre: students, staff and Alumni of SAE, and Reciprocal Borrowers.</p>
<p><b>4. Associated Policies and Procedures</b></p>	<p>This policy should be read in conjunction with the following policies and procedures:</p>
<p><b>5. Associated Documents</b></p>	<p>This policy should be read in conjunction with the following documentation:</p> <ul style="list-style-type: none"> <li>• Student Handbook</li> <li>• Library Conditions of Use Agreement</li> </ul>
<p><b>6. Policy</b></p>	<p><b>6.1 Introduction</b></p> <p>Fines are imposed to encourage borrowers to return items on time so that other library users are not disadvantaged. All students are liable for fines or charges on overdue, lost or damaged items. Staff are also liable for charges on lost or damaged items. Borrowing of Library &amp; Learning Centre items implies an agreement by the borrower to return items by the due date.</p> <p>The Library &amp; Learning Centre realises that occasionally it may be difficult to return items on time and therefore allows clients to renew items in person at the Library &amp; Learning Centre, online, via email or by phone.</p> <p><b>6.2 Borrowing Privileges</b></p> <p>Borrowing rights are suspended while items are overdue and/or if fines accrue to \$20 or more. Once items are returned, borrowing privileges are restored as long as fines remain below \$20.</p> <p><b>6.3 Fines</b></p> <p>Fines for overdue items apply to the following categories of borrowers:</p> <ul style="list-style-type: none"> <li>• Students;</li> <li>• Alumni;</li> <li>• Reciprocal Borrowers.</li> </ul> <p>Fines can be avoided by:</p> <ul style="list-style-type: none"> <li>• Checking circulation records and responding to email notices;</li> <li>• Returning loans on or before the due date;</li> <li>• Renewing loans on or before the due date.</li> </ul> <p>In cases of illness or other extenuating circumstances, fines may be reduced or waived. Borrowers will need to substantiate such claims.</p> <p><b>6.4 Charges</b></p> <p>Late Returns</p> <ul style="list-style-type: none"> <li>• General collection items - \$1 per item per day overdue;</li> <li>• Short loan items - \$2 per item per day overdue;</li> <li>• Maximum fine for overdue items is \$30 per item.</li> </ul> <p>Items are considered "Lost" if they are not returned 14 days after the due date.</p>

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Charges for lost or damaged items apply to all borrowers. The amount charged is:

- Replacement cost;
- Plus \$30 fine.

### 6.5 Fines Information

Details of fines, applied for the late return of material, are available in the Student Handbook and on the Library Portal.

Borrowers may check their loan records and fines by accessing “My Library Record” on the online Catalogue.

Queries relating to the imposition of fines should be directed to the campus Librarian/Library Officer.

### 6.6 Notices

To assist clients in avoiding fines, a courtesy notice is emailed to borrowers 2 days before an item is due.

Borrowers have a grace period of 2 days for general collection items. If general collection items are returned during this grace period, fines for these items are waived.

Fines are calculated from the first day an item becomes overdue. The first overdue notice is emailed on the second day after an item is due. A second overdue notice is sent seven days after an item is due.

The final overdue notice is a Bill for the Replacement cost of an item and is sent 14 days after the due date.

### 6.7 Replacement Cost of Items

The bill for the replacement cost will be the cost of the item plus a \$30 fine. An itemised account will be prepared for the replacement item.

If the item, which has been billed, is subsequently returned, the Library & Learning Centre will withdraw the charge for the replacement cost and charge for outstanding fines only.

### 6.8 Invoices

Students are required to pay fines once they reach \$20 or more. It is possible to be charged for a number of small fines accumulated over a period of time. Fines totalling less than \$20 remain on the patron record until either further fines are incurred, or the patron record has expired.

### 6.9 Payment

Payments under \$50 can be made in person at the Library & Learning Centre through deductions to the student Papercut Account.

Payments over \$50 should be made to Administration staff via Cash, EFTPOS or Credit Card.

All monies paid towards fines or charges for overdue, lost or damaged items, are returned to the Library & Learning Centre for the purchase of new resources.

### 6.10 Penalties

Students with outstanding fines may have studio time and access to other practical resources restricted. If fines remain outstanding following course completion, exam results, certificates and other awards will not be issued.

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	<p><b>6.11 Debt Collection</b></p> <p>Active borrowers are sent a statement of charges through Financial Services.</p> <p>Borrowers whose enrolment has expired or employment with SAE has ceased, and have outstanding debts of \$200 or more, will be referred via Financial Services to SAE's nominated debt collecting agency. Reports listing borrowers with substantial outstanding debts will be provided to the Finance Department twice per year.</p> <p><b>6.12 Claims and Appeals</b></p> <p><b>Initial claim</b></p> <p>Where borrowers are able to provide evidence of illness or extenuating circumstances causing them to be unable to return their loans by the due date, they should consult with the Librarian/Library Officer at their campus.</p> <p><b>Appeal</b></p> <p>If borrowers are not satisfied with the outcome of the initial claim, they may submit a written appeal to the National Librarian, stating their situation and reasons for their request. Student number and contact details must be included in the application</p>
<p><b>7. Records</b></p>	<p>7th February 2013 policy implemented (Approved by Joseph Anthonyysz, Managing Director and CEO)</p> <p><b>Policy to be reviewed: 7th February 2014</b></p>

Approved By : Mr Joseph Anthonyysz, Managing Director & CEO  
 Date : 7th February 2013  
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