

## Introduction

This Policy has been created to outline the responsibilities of Gamble Library staff and student members in terms of loans and charges. It has been produced to establish clear guidelines so that users are treated fairly and consistently. The Gamble Library operates on the basis of trust and we rely on members to behave with consideration for other Library users. This includes users managing their own loans, renewing them when necessary and returning them when required to do so, either as they are required for processing for a reading list, or because they have been reserved.

## Operating Principles

### Loans

Any item on loan remains the responsibility of the user until it is removed from their Library account by returning it to Library staff or the book returns box. Users can check their loans by logging into the [online catalogue](#). (See [here](#) for more information).

The number of items which can be borrowed and the length of time they can be kept depends on the category of user. (See [here](#) for more information).

Short loan items may not be renewed. They must be returned no later than the specified return date.

All standard loan items are subject to recall. They may be recalled if they are required for processing for short or 7 day loan. In this case the item may be recalled immediately by Library staff, regardless of how long the borrower has had the item. Items may also be recalled if another Library user has reserved them. In this case the original borrower should have had them for one week before Library staff send the recall email notification. A reserved item will have its due date changed by Library staff to the day after the recall email notification is sent. The borrower with the reserved item should return it as soon as possible, preferably by the due date.

All items should be returned to the Library before the member's account expires (i.e. through graduation or leaving the University).

### Overdues and invoices

The Librarian will send overdue notices by email, usually twice a week on a Monday and Wednesday. First overdue notices cover books which are 1-5 days overdue. Second overdue notices cover books which are 5-10 days overdue and third overdue notices cover items more than ten days overdue. A letter is also posted to the borrower at the third overdue stage. Second and third overdue notices are only sent if no response has been received to earlier

email(s). Not responding to an overdue notification is discourteous to the Librarian and inconsiderate to other Library users as overdue items are unavailable to other students and Library users.

If no response is received by the time item(s) is/are fourteen days overdue, the Librarian will suspend the student's account. The student will be unable to borrow Library items or reserve them. If the overdue items are not returned or other arrangements made with the Librarian for the resolution of the matter then the student may be subject to disciplinary action.

If it is decided that other Library users are likely to be significantly inconvenienced by the unavailability of the overdue Library item(s), the item(s) will need to be replaced. The student will be notified by email that if the item(s) are not returned by a certain date, then they will be invoiced for the replacement cost of the items. If the items have not been returned by the specified date, then replacement copies will be ordered and the student invoiced. The return of the original items will then no longer be required or sufficient. A financial debt will be owed.

In the event that a Library user fails to pay the invoice, the Library will contact the user at two weeks after the date the invoice was issued. If no response or payment is received, all future membership of the Library will be denied.

When the student is in their final year and their classes and exams have finished, it may be necessary to contact the student via phone as well as email to ensure they know they have overdue loans which need to be returned. The Librarian may need to contact final year students before the student's item(s) are fourteen days overdue in order to get them back.

### Review

This policy will be reviewed on an annual basis, by the Librarian.