

# Collection Access Policy

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<b>Maintained by</b>	Access and Discovery / Content Management
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## 1. Authority

This policy is applied by the authority of the State Librarian and CEO (SLCEO).

## 2. Responsibilities

State Library of Queensland (State Library) collects and preserves Queensland's cultural and documentary memory while providing equitable access to information and supporting knowledge and learning.

In fulfilling this role:

- State Library provides access to its collections, including resource sharing services for Australian and international libraries.
- Staff implement and comply with relevant policies and procedures.
- Members maintain eligibility and accurate account information, return items on time and in original condition, and meet any applicable replacement costs.
- Borrowing libraries comply with resource sharing conditions, including appropriate use, care, timely return, and payment and copyright obligations.

## 3. Policy statement

State Library provides access to its collections through onsite use, borrowing, copying, and fee-based reproduction services for the public, and through resource sharing services for Australian and international libraries.

This policy establishes a consistent framework for access, borrowing, copying, and resource sharing, supporting equitable access while ensuring responsible management, preservation, and sustainability of collections.

## 4. Purpose

This policy:

- Defines conditions for accessing, borrowing, copying, and reproducing State Library collections
- Outlines resource sharing services for Australian and international libraries in line with national standards

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- Establishes consistent service settings to support equitable, efficient, and sustainable access

## 5. Scope

This policy applies to:

- Public access to State Library collections onsite, including viewing and copying
- Borrowing of physical collection items by State Library members
- Requests for copies or reproductions

Out of scope

- Exhibition and partnership loans which are governed by the [Loans for Exhibitions Policy](#)
- Staff loans which are governed by the Loans for Staff Policy
- Licensed digital collections (e.g. ebooks, enewspapers, online journals and magazines)
- State Library’s Public Library Collections
- Government Research and Information Library (GRAIL) collections

## 6. Definitions

Word	Definition
<b>Borrow</b>	The loan of a physical collection item to a borrower for a defined period, recorded in the Library Management System.
<b>Borrower</b>	A registered State Library member authorised to borrow collection items, or a library to which collections are loaned.
<b>Client</b>	Any individual using State Library collections or services.
<b>Damaged</b>	An item returned in a condition different from when issued, including but not limited to missing pages, markings, water damage, or mould.
<b>Document supply</b>	Provision of copies or digital reproductions of collection material.
<b>Extraordinary Collections</b>	Collections showcasing materials that demonstrate the physicality and format of the printed book as well as reflecting its art, history and impact, and includes the Australian Library of Art, Australian Art Research, Artists Book, History and Art of the Book, and the Lindsay Collection of Pat Corrigan.
<b>Indigenous Cultural and Intellectual Property (ICIP)</b>	The traditional knowledge, traditional cultural expression, and cultural heritage of Indigenous peoples. The protocol to recognise the ICIP rights of First Nations people to be seen as primary guardians, interpreters and decision-makers of their heritage. Any item, regardless of format, that embodies, refers to, depicts or describes traditional knowledges or cultural practices is considered to contain ICIP.

<b>Word</b>	<b>Definition</b>
<b>Information Collections</b>	General and reference collections supporting the informational needs of Queensland residents and targeted audiences, comprising the State Reference Library, the Asia-Pacific Design Library, and the Government Research and Information Library.
<b>Interlibrary loan (ILL)</b>	Loan of physical items between libraries.
<b>IFLA Voucher</b>	A reusable, standardized payment system designed to simplify international interlibrary loan (ILL) transactions implemented by the International Federation of Library Associations and Institutions.
<b>Interlibrary Resource Sharing Code (ILRS)</b>	National code of practice supporting resource sharing between Australian libraries, including service standards and pricing.
<b>Member</b>	A Queensland resident registered with State Library and issued a valid membership.
<b>Memory Collections</b>	Collection comprising historical and contemporary content reflecting events, people, places and ideas that shape Queensland, including materials held by the John Oxley Library.
<b>Public Library Collections</b>	Collections supporting Queensland public libraries, Rural Libraries Queensland (RLQ), and Indigenous Knowledge Centres (IKC), including the Statewide collection and RLQ and IKC collections.
<b>Reciprocal agreement</b>	An agreement between libraries to provide loans or copies without charge.
<b>Request</b>	A formal request for a loan or copy of a collection item, also known as a hold or reserve.
<b>State Library Collections</b>	All collections made available by State Library, including Information, Memory, Extraordinary, and Public Library Collections.

## 7. Onsite access to State Library collections

State Library collections are available for onsite use during opening hours, including Information, Memory, and Extraordinary Collections.

Information Collections are primarily available via open access shelving, with some items held in closed access and available on request via the catalogue or staff assistance.

Memory and Extraordinary Collections are held in closed access at the John Oxley Library and are available for onsite use only to support preservation. Access may be subject to restrictions, as indicated in the catalogue. Restrictions may include where material may be rare and restricted access or may contain Indigenous cultural content which requires cultural clearance

from Aboriginal and Torres Strait Islander communities, families, individuals or organisations before access is permitted.

Clients may use onsite copying and scanning facilities in accordance with the *Copyright Act 1968* (Cth). Some materials, particularly from Memory and Extraordinary Collections, may have restricted access due to:

- preservation requirements
- cultural sensitivity
- Indigenous Cultural and Intellectual Property (ICIP) protocols
- restrictions applied by rights holders

The catalogue record or Library staff will provide information on any access restrictions and advise on process of seeking necessary permission.

## 8. Borrowing and resource sharing

State Library members, libraries and cultural institutions can borrow and copy from State Library collections.

### 8.1. Eligibility

State Library members can borrow directly from State Library’s Information Collections provided they have validated their Queensland residency and have a valid Membership card.

All Australian libraries can borrow and request copies of eligible collection items. International Libraries may only request copies.

### 8.2. Borrowing entitlements

Entitlement	Members	Libraries
Eligible collections	Information Collections only <ul style="list-style-type: none"> <li>• Books and magazines</li> <li>• Music scores and performance sets</li> <li>• Audio visual collections (e.g. CDs, DVDs etc.)</li> </ul>	Information Collections only <ul style="list-style-type: none"> <li>• Books and magazines</li> <li>• Music scores and performance sets</li> <li>• Audio visual collections (e.g. CDs, DVDs etc.)</li> <li>• Microfilm where State Library holds the master.</li> </ul>
Maximum items	10	100
Loan period	4 weeks	6 weeks
Maximum loan duration	12 weeks	18 weeks
Renewals	Permitted unless <ul style="list-style-type: none"> <li>• requested by another user up to the maximum loan duration.</li> <li>• the maximum loan period has been reached</li> <li>• the item is deemed lost or damaged and an invoice has been issued for its replacement cost.</li> </ul>	

For music performance sets, the loan period may be longer to accommodate the performance date and may be requested at the time of borrowing.

### **8.3. Items not available for borrowing**

Applies to all users:

- Extraordinary Collections
- Memory Collections
- Information Collections which are marked not for loan (e.g. Reference materials)
- Fragile, damaged or high-risk items

### **8.4. Borrowing requests**

Members can borrow directly from State Library's Information Collections provided they have validated their Queensland residency and have a valid Membership card. Requests can be placed for items which may be stored in the repositories using State Library's online catalogue or with assistance from Library staff.

Queensland residents may place a borrowing request to be delivered to a participating Queensland Public Library using the 'Send to My Public Library' service, via the online catalogue. To use this service the requestor must also be a member of their Queensland local government library.

Queensland Public Libraries are institutional members of State Library and can place requests on behalf for their members directly via the online catalogue or may make requests via a recognised resource sharing system, online request form or by contacting State Library.

Australian libraries can place request via a recognised resource sharing system (e.g. Trove Partner Resource Sharing), using State Library's online request form, or by contacting State Library.

### **8.5. Special conditions and exceptions**

State Library may restrict access, loan, or copying of materials based on:

- Preservation requirements
- Cultural sensitivities
- Legal or donor restrictions
- Format or physical condition

These conditions apply across all users unless otherwise specified.

### **8.6. Responsibilities of borrowers**

Applies to all borrowers (clients and libraries):

- Return items by the due date
- Maintain items in original condition
- Comply with copyright and usage conditions
- Ensure secure handling and storage

Additional requirement:

- Libraries must manage loans on behalf of their users and ensure compliance with lending conditions

## 8.7. Management of overdue loans

All borrowers are subject to a standard notification and escalation process.

Schedule	Notification type (Members)	Notification type (Libraries)
3 days overdue	Courtesy notice	Courtesy notice
Due date	Due date notice	Due date notice
14 days overdue	1 <sup>st</sup> Overdue notice	1 <sup>st</sup> Overdue notice
28 days overdue	2 <sup>nd</sup> Overdue notice, borrowing entitlements suspended	2 <sup>nd</sup> Overdue notice
42 days overdue	3 <sup>rd</sup> and final overdue, invoice issued for replacement cost	3 <sup>rd</sup> and final overdue and invoice issued for replacement cost
72 days overdue	Reminder of outstanding invoice	Reminder of outstanding invoice
102 days overdue	Final notice of invoice due and referral to debt collection	Final notice of invoice due
Monthly	Summary of current loans	Summary of current loans

State Library does not charge overdue fees or fines but does charge a replacement cost for items deemed lost or damaged.

## 8.8. Lost and damaged items

Replacement costs are charged once an item is deemed lost, or damaged.

- Items are deemed lost after 42 days overdue
- Library staff are solely responsible for determining the condition of items as damaged.
- All replacement costs are based on State Library's Asset Valuation, which is reviewed annually, and may include an additional administrative fee.
- Lost items can be resolved without payment if the item is returned, and the item is not damaged.
- If an invoice is paid and the item is returned, it is the responsibility of the borrower to initiate a request for refund. To be eligible the item must be returned within 6 months of payment.
- All refunds are processed by electronic funds transfer (EFT) only. The administrative fee is non-refundable.

Members:

- If the item remains overdue and the invoice is not paid after the final overdue at 102 days, the matter will be referred to a debt collection agency for recovery.

Libraries:

- Continued access subject to account resolution and agreements.

## 8.9. Items claimed as returned

Applies to **all borrowers**:

- All borrowers are responsible for notifying State Library if an item has been returned but remains on their library account.

- Once notified State Library will check the library shelves for the item a minimum of 3 times during a 90-day period. Borrowers will continue to receive email notifications during this time.
- If the item is found, it is removed from the borrowers account, and the borrower will be notified. If the item is not found during the 90-days period, the borrower will be invoiced for the replacement cost.

### 8.10. Appeals

All borrowers may submit appeals regarding replacement costs or account actions

- Appeals to waive an invoice for replacement costs must be submitted in writing within 28 days of the final invoice being issued.
- A copy of the invoice must be included with the submission.
- A final decision will be sent to the borrower in writing no later than 30 days after receipt of the appeal submission.
- Replacement cost may only be waived by State Library in accordance with State Library's *Financial and Administrative Policy and Schedule*.
- Information on how to make an appeal is published on the State Library [Website](#).

## 9. Copying and reproduction

### 9.1. General conditions

Many collection items can be downloaded free of charge, including high-resolution images. Where available options are indicated on the items catalogue record.

Staff facilitated copying and reproduction services are provided:

- In accordance with the *Copyright Act 1968* (Cth)
- Subject to collection condition, cultural protocols including ICIP or cultural care clearance requirements, or restrictions by rights holders (e.g. informed by donor agreements)
- Determination regarding the suitability of items to be copied is made by the State Library.

### 9.2. Access to copying services

Service	Clients	Libraries
Self-service copying	Onsite only	No
Document Supply (low-resolution PDF only), excluding images and newspapers.	Yes	Yes
High-resolution reproductions of images, manuscripts, AV, and microfilm, newspapers.	Yes	Yes

### 9.3. Fees and charges

Loan and copy prices, including service levels, formats and delivery options are available are published to State Library's website.

- State Library applies the prices and service level standards outlined by the Australian ILRS Code for loan and copy requests. The borrowing library is advised prior to supply if the price exceeds the standard service level charge.
- Reciprocal arrangements are provided at the discretion of State Library. Queensland Public Libraries requests are provided at no charge. Where State Library has a reciprocal arrangement, requests will be supplied as per that agreement.
- Additional charges and extended supply times may apply for large volume copy requests.
- An invoice is issued once costs are known and clearance has been obtained to supply a copy. Payment is via a secure online gateway. Copying can only occur once payment has been received.

## 10. Human Rights

State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights, as required by the *Human Rights Act 2019*.

## 11. Risk management and mitigation

Risk	Description of risk	Mitigation strategies
1.	Items are not returned from loan and no longer available for other users	Application of scheduled reminders, and escalation including invoicing, and debt collection.
2.	Items of cultural significance may be damaged through general onsite access, borrowing or copying	Memory and Extraordinary Collections are restricted to onsite use and mediated by Library staff to ensure care considerations and collection handling requirements are met.

## 12. References

This policy is supported by

### Queensland Government

- [Human Rights Act 2019](#)
- [Information Privacy Act 2009](#)
- [Libraries Act 1988](#)
- [Right to Information Act 2009](#)

### Australian Government

- [Copyright Act 1968 \(Cth\)](#)

### State Library of Queensland

- [Content Strategy](#)
- [Intellectual Freedom Policy](#)

- [Management of Personal Information Policy](#)
- [Responsible Conduct Policy](#)
- [Loans for Exhibitions Policy](#)
- [Loans to Staff Policy](#)

#### Other

- [Australian Interlibrary Resource Sharing \(ILRS\) Code](#)

### **13. Approval**

Approved by State Librarian and CEO on 16 April 2026.

### **14. Creative Commons**

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