



# Loans and copies to libraries policy

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## 1 Document control

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Document version approved February 2024.

## 2 Authority

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State Librarian and Chief Executive Officer.

## 3 Policy statement

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State Library of Queensland (State Library) provides an interlibrary loan and document supply service for the borrowing and copying of items from the collections by Australian and international libraries. The Loans and copies to libraries policy (the Policy) provides guidelines on how libraries can access State Library's diverse collections.

## 4 Purpose

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The purpose of the Policy is to outline the types of items from the State Library collections available for loan or copy, and the conditions of supply to libraries.

## 5 Scope

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The Policy applies to libraries only. Lending to individuals is governed by the [Loans to clients policy](#) and lending to organisations for the purpose of exhibition is governed by the [Loans for Exhibition Policy](#)

## 6 Definitions

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Word	Definition
Document supply	Service for ordering copies of items held in State Library's collections and other libraries.
Extraordinary Collection	The Extraordinary Collection showcases material that demonstrates the physicality and format of the printed book as well as reflecting its art, history and impact. Relevant collections include: <ul style="list-style-type: none"><li>• Australian Art Research Collection.</li><li>• Art Research Collection</li><li>• Artists Books Collection</li></ul>

Word	Definition
	<ul style="list-style-type: none"> <li>History and Art of the Book Collection</li> <li>Lindsay Collection of Pat Corrigan</li> </ul>
IFLA	International Federation of Library Associations (IFLA) vouchers are used for the payment of international requests.
ILRS	Australian Interlibrary Resource Sharing (ILRS) Code. The ILRS Code of practice supports resource sharing between Australian libraries and provides guidelines on the requesting and supply of material to and from other Australian libraries, as well as recommended pricing for the various service types and turnaround times.
Information Collection	<p>The Information Collection supports the informational needs of Queenslanders and aims to be responsive and relevant to the changing community informational needs. Relevant collections include:</p> <ul style="list-style-type: none"> <li>State Reference Library Collection</li> <li>Asia-Pacific Design Library Collection</li> <li>Government Research and Information Library Collection (GRAIL)</li> </ul>
Interlibrary loan	Service for the borrowing of items in the State Library Information Collection by libraries.
Memory Collection	<p>The Memory Collection focuses on the historical and contemporary content and is collected to reflect events, people, places and ideas that shape Queensland. Relevant collections include:</p> <ul style="list-style-type: none"> <li>John Oxley Library Collection</li> </ul>
NSLA	National and State Libraries Australia (NSLA) represents the National Libraries of Australia and the State and Territory Libraries of Australia. NSLA libraries deliver better collections, solutions and improved customer experiences through collaboration.
Public Library Collection	<p>Public Library Collection supports the information, recreation, literacy and cultural needs of the communities they serve. The collection (fiction and non-fiction) aims to provide a balanced, appealing, high quality range of resources, including popular, bestsellers and enduring works. Relevant collections include:</p> <ul style="list-style-type: none"> <li>Rural Libraries Queensland (RLQ) and Indigenous Knowledge Centre (IKC) Collection</li> <li>State-wide Collection</li> </ul>
Reciprocal agreement	An agreement between libraries whereby loans and copy services between State Library and these libraries are provided free of charge.
Request/hold	A request for an item on loan or on order. Also referred to as reserve or hold.
State Library collections	Collection items held within Extraordinary Collection, Information Collection, Memory Collection and Public Library Collection.

## 7 Conditions of supply

- Requests from libraries to borrow or copy items from the collection are met whenever possible.
- Libraries may loan items to patrons of the library unless otherwise specified by State Library.
- State Library supports the NSLA collaborative lending principles.

- State Library applies the charges and service level standards outlined by the Australian ILRS code for loan and copy (photocopy or scan) requests.
- The loan or copy of an item is at the discretion of State Library.
- The physical condition of an item may affect the availability for loan or copy.

## 8 Items available for loan

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- Items in the Information Collection available for loan include:
  - Books and magazines
  - Music scores, performance sets
  - Asia Pacific Design Library (APDL)

## 9 Items not available for loan

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- Items in the following collections are not available for loan:
  - Extraordinary Collection
  - Memory Collection
  - Newspapers
  - Public Library Collection (may be borrowed through a Queensland public libraries)

## 10 Loan limit and loan period

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Loan limit	Loan period	Maximum loan period
Maximum of 100	Six weeks	18 weeks

The library is advised prior to supply if the item has conditional access i.e. for use in the library only.

## 11 Renewals

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- Loans can be renewed up to the maximum loan period of 12 weeks.
- Additional renewal may be negotiated at the discretion of State Library.
- Loans cannot be renewed if:
  - Requested by another borrower
  - The item has a lost or is claimed as returned

## 12 Requests/holds

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- A request (hold) may be placed on an item on loan
- State Library cannot guarantee the supply date of a request placed on an item on loan or on order.

## 13 Returns

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- Loans are to be returned in good condition by the due date.
- Loans are to be returned directly to State Library.

## 14 Overdue and loan reminders

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- Scheduled email notifications will be sent as follows:

Notification type	Schedule
Courtesy notice	Three days prior to due date
Due Date notice	Day due to be returned

Notification type	Schedule
Overdue notice	14 days overdue
Final Overdue notice	28 days overdue
Item is considered lost and invoice for replacement cost generated	42 days overdue 72 days overdue
Final notification of invoice issued and not actioned by the borrowing library	102 days overdue
Summary of current loans	Monthly

## 15 Lost items

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- An item is considered lost and an invoice issued once the item is 42 days overdue.
- The replacement cost is based on State Library Annual Asset Valuation figures, which are reviewed annually.
- A refund will be given for items paid for and then returned by the borrower in good condition.
- Refunds are provided within a six-month period of payment. It is the responsibility of the borrower to contact State Library to initiate a refund. Refunds are processed via EFT only.
- State Library reserves the right to suspend borrowing privileges until all lost items are returned, or the invoice is paid in full.

## 16 Damage

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- The borrowing library is responsible for maintaining the condition of items borrowed from State Library.
- If an item is returned damaged e.g. missing pages or water damaged, an invoice will be issued to cover the cost of replacement.
- The replacement cost is based on State Library Annual Asset Valuation figures, which are reviewed annually.
- State Library reserves the right to suspend borrowing privileges until the invoice is paid in full.

## 17 Items claimed as returned

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- The borrowing library is to notify State Library if an item returned is still recorded on their account.
- Once reported, a check of library shelves will be conducted. A minimum of three shelf checks will be undertaken during a 90-day period.
- The item will be given a status of claim return and remain on the borrowing library account. The library will continue to receive automatic email notifications until the item is located during the 90-day period.
- After the 90-day period, the claim will be assessed and either removed from the account without penalty or incur the standard replacement cost. This is at the discretion of State Library. Notification of this decision will be sent to the borrowing library. The library's borrowing privilege will remain active regardless of outstanding loans.

## 18 Appeals

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- Appeals regarding replacement costs are to be made via:
  - Email: [access@slq.qld.gov.au](mailto:access@slq.qld.gov.au)
 A copy of the invoice is to be included with the submission.

## 19 Supply to International Libraries

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- The library is advised prior to supply if the price exceeds the standard service level charge.

- IFLA vouchers are accepted as payment.

## 20 Copy Requests

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- A copy request will be met where possible in accordance with the [Australian Copyright Act 1968](#) (Commonwealth).
- All copy requests must comply with the [Australian Copyright Act 1968](#) (Commonwealth) and include the appropriate copyright statement with the request.

## 21 Prices

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- Loan and copy prices, including service levels, formats and delivery options are available on State Library's website.
- Requests supplied to Queensland public libraries are provided free of charge.
- State Library applies the prices and service level standards outlined by the Australian ILRS Code for loan and copy (photocopy or scan) 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. Where State Library has a reciprocal arrangement, requests will be supplied as per that agreement.

## 22 Essential considerations

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Review of the Policy has included considerations of the 23 fundamental human rights protected under the *Human Rights Act 2019*. When applying the Policy, the 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*.

The *Human Rights Act 2019* exists to:

- Protect and promote human rights
- Help build a culture in the Queensland public sector that respects and promotes human rights
- Help promote a dialogue about the nature, meaning and scope of human rights.

The *Human Rights Act 2019* protects 23 fundamental human rights drawn from international human rights law, including the following rights:

- Freedom of thought, conscience, religion and belief
- Freedom of expression
- Taking part in public life
- Privacy and reputation
- Protection of families and children
- Cultural rights – generally
- Cultural rights – Aboriginal peoples and Torres Strait Islander peoples
- Right to liberty and security of person
- Rights to education

## 23 References

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The Policy is supported by:

State Library

- [Content Strategy](#)
- [Loans for Exhibition Policy](#)
- [Loans to clients policy](#)

## External bodies

- [Australian Interlibrary Resource Sharing \(ILRS\) Code](#)
- [National Library of Australia copyright and document supply for libraries](#)
- [Human Rights Act 2019](#)
- [Libraries Act 1988](#)
- [Australian Copyright Act 1968](#)

## 24 Approval

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Approved by State Librarian and Chief Executive Officer, 23 February 2024.

## 25 Creative Commons license

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