



Loans to Clients Policy

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1 Authority

State Librarian and Chief Executive Officer.

2 Responsibilities

State Library of Queensland has a responsibility to collect and preserve Queensland's cultural and documentary memory, providing free access to information, fostering knowledge and learning. State Library staff also have a responsibility to comply with and implement State Library policies. State Library clients are responsible for maintaining the condition of items borrowed and returning items borrowed in a timely manner.

3 Policy statement

State Library of Queensland (State Library) provides a lending service for the borrowing of physical items from the Information Collection. The Loans to Clients Policy (the Policy) provides guidelines on how individuals can engage with our diverse collections.

4 Purpose

The purpose of the Policy is to outline the conditions of access and the types of items available for loan to clients from the State Library Information Collection.

5 Scope

The Policy applies to clients with State Library membership who wish to borrow physical items from the State Library Information Collection.

The borrowing (download) of online collections i.e. ebooks, eaudiobooks and emagazines are excluded from the Policy. Clients can access online collections onsite at State Library and offsite using their membership username and password; use of these collections is governed by [terms and conditions](#).

6 Definitions

Word	Definition
Borrow	Transaction of recording the loan of a physical item for a set period on the client's membership account.
Extraordinary Collections	The Extraordinary Collections showcase materials that demonstrate 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">• Australian Library of Art Collection• Australian Art Research Collection• Artists Book Collection• History and Art of the Book Collection• Lindsay Collection of Pat Corrigan.
Information Collections	The Information Collections underpin State Library's commitment to provide reference and informational services. The collections provide for the informational needs of all Queensland residents as well as focused collections intended to meet the specific requirements of identified audience. Relevant collections include: <ul style="list-style-type: none">• State Reference Library Collection• Asia-Pacific Design Library Collection• Government Research and Information Library Collection.
Item	A physical collection item in a range of different formats such as books, magazines, newspapers or DVDs.
Memory Collections	The Memory Collections focus on historical and contemporary content and is collected to reflect events, people, places and ideas that shape Queensland. The collections are a resource for current and future generations to understand Queensland. Relevant collections include: <ul style="list-style-type: none">• John Oxley Library.
Public Library Collections	The Public Library Collections support the public libraries and Indigenous Knowledge Centres (IKC) across Queensland to deliver efficient and effective library and information services to their communities. Relevant collections include: <ul style="list-style-type: none">• Rural Libraries Queensland and IKC Collections• State-wide Collections.

7 Membership

- To borrow, clients need to:
 - Register for State Library membership
 - Provide proof of Queensland residency. Clients under the age of 16 must additionally provide a signed parent/guardian consent form
- Clients are responsible for ensuring their contact details remain up-to-date
- Membership cards issued for the purposes of borrowing are not transferable
- The parent/guardian is responsible for any items borrowed if the child is under the age of 16
- Clients unable to visit State Library in person or who do not live in Queensland may borrow via the interlibrary loan service provided by their public, State or university library.

8 Items available for loan

- Items in the Information Collections available for loan include:
 - Books and magazines

- Music scores, performance sets
- Asia Pacific Design Library (APDL) items
- The physical condition of an item may affect the availability of a loan
- The loan of an item is at the discretion of State Library.

9 Items not available for loan

- Items in the Information Collection not available for loan include:
 - Physical newspapers
 - Microform. These items may be borrowed through an interlibrary loan service. Please contact State Library staff to confirm
 - Fragile items i.e. easily broken or damaged
- Items in the following collections are not available for loan:
 - Extraordinary Collections
 - Memory Collections
 - Public Library Collections. Items may be borrowed through Queensland public libraries, please contact your local library to confirm terms and conditions
- Items not available for loan (with exception to the Public Library Collection) can be accessed onsite at State Library.

10 Loan limit and loan period

Loan limit	Loan period	Maximum loan period
Maximum of 10 items	Four weeks	12 weeks

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

11 Renewals

- Loans can be renewed up to the maximum loan period of 12 weeks.
- Additional renewals may be negotiated at the discretion of State Library.
- Loans cannot be renewed if:
 - The item has reached the maximum loan period
 - Requested by another borrower
 - The item is considered lost or damaged and an invoice issued
 - The item is claimed as returned - see section 16.

12 Returns

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

13 Loan reminders

- Scheduled email notifications will be sent as follows:

Notification type	Schedule
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Courtesy notice	Three days prior to due date
Due date notice	Day due to be returned
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 borrower	102 days overdue
Summary of current loans	Monthly

- State Library does not charge overdue fees or fines.

14 Lost items

- An item is considered lost, and an invoice issued once the item is 42 days overdue
- Lost items not returned or paid for after the final invoice (102 days overdue) will be referred to a debt collector agency
- 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 will suspend borrowing privileges until all lost items are returned or the invoice is paid in full
- Borrowing privileges are reinstated once an item is returned or the lost replacement fee is received in full. No further fees or fines are incurred.

15 Damaged items

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

16 Items claimed as returned

- The borrower is responsible for notifying State Library if an item is returned but remains on their account
- Once reported, a check of library shelves will be conducted. A minimum of three checks will be undertaken during a 90-day period
- Until found, the item will be given a status of 'claim return' and remain on the borrower's account. The borrower will continue to receive 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 fee or fine penalty, or incur the standard replacement cost. This is at the discretion of State Library. Notification of this decision will be sent to the borrower.

17 Appeals

- Appeals regarding replacement costs can be made up to 28 days following the final invoice being issued, and must be made in writing to:
 - Email: access@slq.qld.gov.au
 - Mail to:
Lead, Access Services
State Library of Queensland
PO BOX 3488
SOUTH BRISBANE QLD 4101
- A copy of the invoice is to be included with the submission
- State Library may contact you for further information and a decision will be sent to the borrower within 30 days.

18 Information Privacy

Under the Queensland Government's Information Privacy Act 2009 and State Library's [Management of Personal Information Policy](#), State Library is committed to protecting the privacy of clients.

State Library shall only use personal information for the purpose of enabling access to the collections and services and for the purpose which it was originally obtained. However, alternative use may be required under some circumstances, in accordance with [Information Privacy Principle \(IPPs8-11\)](#).

19 Essential considerations

Review of this policy has included considerations of the 23 fundamental human rights protected under the *Human Rights Act 2019*. When applying this 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
- Rights to education.

20 References

The Policy is supported by:

Queensland Government

- [Human Rights Act 2019](#)
- [Information Privacy Act 2009](#)
- [Information Privacy Principles \(IPPs 8-11\)](#)
- [Libraries Act 1988](#)
- [Right to Information Act 2009](#)

State Library of Queensland

- [Content Strategy](#)
- [Intellectual Freedom Policy](#)
- [Loans and Copies to Libraries Policy](#)
- [Management of Personal Information Policy](#)
- [Responsible Conduct Policy](#)
- [Your Information Guidelines](#)

21 Approval

Approved by State Librarian and Chief Executive Officer 29 November 2023.

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