
Version	2.1
Short description	This policy has been developed to outline borrowing services at Avondale Libraries.
Relevant to	All library patrons
Authority	Academic Board
Policy owner	Director, Library Services
Responsible office	Avondale Libraries
Date approved	19 August 2020
Date effective	19 August 2020
Review due	August 2025
Related Avondale documents	
Related legislation	
Key words	Borrowers, loans, fines

1. PURPOSE

- 1.1 Avondale Libraries provide a wide range of print and electronic resources to support the learning, teaching and research needs of staff and students.
- 1.2 This policy has been developed to outline borrowing services and online access provision for all patrons using Avondale Libraries in both the physical and virtual library spaces.

2. SCOPE

- 2.1 The Library Borrower Policy applies to all persons using the resources provided by Avondale Libraries.

3. BORROWING FROM AVONDALE LIBRARIES

- 3.1 Your Library card is your Avondale ID card and must be presented each time you wish to borrow. No loans can be issued without your ID card.
- 3.2 You are responsible for all items borrowed on your card. Do not lend your card to anyone else – you will be held responsible for any fees or losses they may incur on your card.
- 3.3 Report lost or stolen cards to the Loans Desk staff to prevent unauthorised use. Replacement Avondale ID cards cost \$20 and are available from Student Services on the Lake Macquarie Campus and Reception on the Sydney Campus.
- 3.4 All items must be returned by the due date (or by the recall due date) in good condition.
- 3.5 Borrowers should check their official Avondale email for reminder notices, or “My Library Record” in PrimoSearch for due dates.
- 3.6 Distance students may request items using the Distance Education Request Form. Items must be renewed, or returned, by or before the due date. Books will be mailed to the student at the library’s expense and mailed back to the Library at the students’ expense.
- 3.7 Library items may be borrowed using the self-checkout kiosk or at the Information Desk.
- 3.8 Students and staff located outside Australia cannot borrow physical items, but can access the library’s online resources

4. BORROWING ENTITLEMENTS

4.1 Avondale Faculty and Staff

Patron Group	No of Loans	Loan Period	Renewals	Holds	2 hour Loan (Reserve) 2 book limit	ILL/DD
LMC Faculty	50	12 weeks	2	10	Y	Y
LMC Staff	25	4 weeks	1	10	Y	Y
Research Fellows	50	12 weeks	2	10	Y	Y
Sydney Faculty/Staff	25	4 weeks	1	10	Y	Y

4.2 Avondale Students

Patron Group	No of Loans	Loan Period	Renewals	Holds	2 hour Loan 2 Book limit (Reserve)	ILL/DD
LMC U/G Students	15	2 weeks	1	5	Y	N
LMC U/G Honours Students	25	4 weeks	1	10	Y	Y
Sydney U/G Students	15	2 weeks	1	5	Y	N
Postgraduate students	25	4 weeks	1	10	Y	Y
Distance Students	25	4 weeks	1	10	N	DD

4.3 Sydney Adventist Hospital Staff and Clinical School

Patron Group	No of Loans	Loan Period	Renewals	Holds	2 hour Loan 2 Book limit (Reserve)	ILL/DD
SAH Staff	15	2 weeks	1	5	Y	Y
SAH Clinical School	15	2 weeks	1	5	Y	N

4.4 Non-Avondale Borrowers

This category of borrower includes:

- Avondale alumni
- Senior High School students
- Community borrowers
- Registered borrowers

Patron Group	No of Loans	Loan Period	Renewals	Holds	2 hour Loan (Reserve)	ILL/DD
Non-Avondale borrowers	5	2 weeks	1	0	N	N

4.5 Newcastle University Borrowers

Patron Group	No of Loans	Loan Period	Renewals	Holds	2 hour Loan (Reserve)	ILL/DD
University of Newcastle Staff	50	12 weeks	2	0	N	N
University of Newcastle Students	15	2 weeks	1	0	N	N

5. RENEWALS

5.1 Library loans may be renewed:

- online by logging into My Library Record (items cannot be renewed on the day they are due back in the library)
- by phone to the Information Desk at your Campus Library

- in person at the self-checkout kiosk
- in person at the Information Desk at your Campus Library

6. HOLDS

- 6.1 If you wish to borrow an item that is already on loan, you may put a hold on it via Primo. An email will be sent to your Avondale email when the item is available. Call at the Loans Desk to collect it.

7. 2-HOUR LOAN (RESERVE) COLLECTIONS

- 7.1 The 2-hour loan collections are held behind the Information Desk in each campus Library and consist primarily of books and DVD's that are in high demand during the semester. All items are listed in Primo, the Library's online catalogue. Loans are limited to 2 hours per item during the day and must be used in the library. Note: only 2 items per loan session.
- 7.2 Reserve items can be borrowed overnight from 4pm Sunday-Thursday and 12 noon on Fridays. All reserve books must be returned by 9am Monday-Friday or 2pm on Sundays.
- 7.3 During Library opening hours, 2-hour loan items should be returned to Library staff. When the Library is closed, overnight reserve items should be returned through the external returns chute.
- 7.4 Overdue reserve items incur a fine of \$1 per hour per item.

8. EXTENDED LOANS (Lake Macquarie Campus Library Only)

- 8.1 Students who are going on a professional experience program, such as practice teaching, internship, or ministry practicum, or require items over the mid-semester break, may arrange for an extended loan period. Ask at the Information Desk PRIOR to your departure.

9. RETURNS

- 9.1 All borrowed items should be placed in the Library Returns chutes/pad. The external returns chute at the LMC Library checks items in automatically.

10. FINES AND PENALTIES

Courtesy Notices

- 10.1 A courtesy notice is sent to your Avondale email three days prior to the date library items are due, as a reminder for you to either return or renew them. However, this is a courtesy only, and you are ultimately responsible for returning library items on time.

Overdue Notices

- 10.2 A second notice is sent to your Avondale email one day after the item is due back in the library. All overdue items incur fines.

Lost Items

10.3 When an item is 2 weeks overdue, it is deemed to be *lost*. Lost items incur a replacement cost fee and a processing fee. *Lost* items that are returned, incur an overdue fine only. *Lost* items that are returned after a replacement item has been purchased will not qualify for a refund.

Damaged Items

10.4 Patrons who return items which are damaged, will be charged a replacement fee and a processing fee.

Fines Schedule

Non-reserve items	Reserve Items	Lost /Damaged Items
\$1/day/item	\$1/hour/item	Replacement fee Processing fee

10.5 Items may not be borrowed from the library if accumulated fines amount to \$10 or more.

Payment of fines and penalties

10.6 Fines may be paid in cash or by EFTPOS in the Library. Fines may be waived if patrons have been ill and can produce a medical certificate.

10.7 All unpaid fines are transferred to Student Finance at the end of each semester and added to Student accounts. Payments for these fines should be made at the Student Finance Office.

10.8 Graduating students must clear all outstanding fines to obtain clearance for graduation.

11. INTERCAMPUS BORROWING

11.1 Intercampus borrowing is available to Avondale students, faculty and staff only.

11.2 Eligible borrowers may request a book from any Avondale Library via PrimoSearch, or at the Information Desk of their Campus Library. The borrower will be notified by email when the item is ready for collection at the nominated Library. The item will be held for 3 days, and if not collected, will be returned to the originating library.

11.3 It is the responsibility of the borrower to return the book/s to either Campus Library on or before the due date or arrange for the item/s to be renewed.

11.4 For more information see [Guidelines for Intercampus Borrowing](#).

12. INTERLIBRARY LOANS AND DOCUMENT DELIVERY

Interlibrary Loans (ILL)

12.1 Avondale honours students, on-campus post-graduate students, faculty and staff may request books from other libraries using the Interlibrary Loan Request form.

12.2 Books borrowed from other libraries cannot be mailed to distance students.

Document Delivery (DD)

12.3 Avondale honours, distance and postgraduate students, faculty and staff may request copies of journal articles and book chapters using the [Interlibrary Loan Request Form](#). Documents will be emailed to their Avondale email.

13. RECIPROCAL BORROWING

University of Newcastle

13.1 Avondale students, faculty and staff may join the University of Newcastle Library as a reciprocal borrower for an annual fee of \$22.00. Individuals wishing to use this service should request a stamped and signed printout of their borrower record from their Campus Library PRIOR to visiting the University of Newcastle Library.

13.2 For more information see [Reciprocal Borrowing](#) on the library website.

14. ELECTRONIC RESOURCES

14.1 Registered students, faculty and staff at Avondale also have access to a wide range of electronic resources via the library's webpage, www.avondale.edu.au/library, including:

- Online databases
- Electronic journals
- eBooks
- Streaming videos
- Online reference materials

14.2 Students and faculty wishing to access the library's licensed online resources, from off campus must use their Avondale student/staff username and password for authentication purposes.

14.3 Access to select library databases is available to 'walk in' users and visiting research fellows. These privileges are only available within the library building and by login by library staff. NOT FOR LOAN ITEMS

14.4 The following items are not available for loan:

- Print reference books
- Print journals
- Special Collection items
- Items housed in the Adventist Heritage Centre
- Items housed in the Ellen G White/Adventist Research Centre

15. AVONDALE LIBRARIES CONTACT INFORMATION

Director, Library Services	P: 02 4980 2129 E: librarian@avondale.edu.au
Sydney Campus Librarian	P: 02 9480 3639
Lake Macquarie Campus Library	P: 02 4980 2257 or x257
Information Desk	E: library@avondale.edu.au
Sydney Campus Library	P: 02 9480 3636
Information Desk	E: sydney.library@avondale.edu.au

Table of amendments

Version Number	2.1	Replaces Version	2.0
Implementation Date	19 August 2020	Scheduled Review Date	August 2025
Approving Body	Academic Board	Approval Date	19 August 2020
Policy Owner	Director, Library Services	Date first introduced	29 April 2015
Short description of amendment	<p>V2.1 <i>March 2023: updated branding, nomenclature and position titles, as relevant.</i></p> <p>V2.0</p> <p>3. ID cards cost \$20 (added)</p> <p>4.3 2 Book limit (added)</p> <p>4.4 UNILINC reciprocal borrowers (removed)</p> <p>7. Note: only 2 items per loan session (added)</p> <p>10.5 fines amount to \$10 dollars (added)</p> <p>13.2 UNILINC Libraries Avondale Libraries belong to UNILINC, a consortium of Australian libraries found predominately in NSW... (removed)</p> <p>14. Access to select library databases is available to 'walk in' users and visiting research fellows. These privileges are only available within the library building and by login by library staff. (added)</p>		