



NAMBUCCA VALLEY COUNCIL LIBRARY MANAGEMENT WAIVING OF CHARGES POLICY NO: G16

Our Vision

Nambucca Valley ~ Living at its best

Our Mission Statement

'The Nambucca Valley will value and protect its natural environment, maintain its assets and infrastructure and develop opportunities for its people.'

1.0 Policy objective

To establish guidelines for staff when dealing with customer requests to reduce or waive library charges.

This policy outlines the criteria under which requests for the reduction or waiving of library fees and charges can be made and the circumstances under which requests will be considered. Generally charges will only be reduced or waived as a result of extenuating or unforeseen circumstances such as accident, illness or disaster. This policy enables library staff to make decisions based on individual customer circumstances and provides for staff to refer more complex requests to a supervisor where necessary.

2.0 Related legislation

Local Government Act 1993
NSW Library Act 1939
NSW Library Regulation 2010

3.0 Definitions

Borrow	Use of a library loan item, with an obligation to return it by the due date without damage; includes use of public access computers
Charges	An amount applied for lost or damaged loan items
Due Date	Refers to the date recorded by Nambucca Valley Council Libraries when a loan item is required to be returned to the Library
Item	Refers to any article regardless of physical form, that is part of the Library collection; includes books, magazines, videotapes, CDs, DVDs, cassettes or any other recorded material; microfilm, microfiche, toolkits
Library	Refers to the Nambucca Valley Council branch libraries at Macksville or Nambucca Heads
Library Member	Shall mean a person who has been issued a library card and is entitled to borrow items from the library for which they may incur charges

4.0 Policy Content

Principle

Council recognises there are cases requiring respect and compassion in special circumstances. This policy establishes guidelines for applying the principles of fairness, integrity, confidentiality and compliance with statutory requirements.

4.1 Waiving of Lost/Damaged Charges

Lost/Damaged charges may be waived on the following grounds:

- 1 Natural Disaster
- 2 Stolen Library Card

4.2 Reduction or Waiving of Inter Library Loan Charges

Inter Library Loan (ILL) charges will be waived if the request has been altered so that a charge no longer applies. This may occur where the request has been altered to a “suggestion for purchase” request, a reservation, or a combined ILL request in the case of a two part title (i.e. if borrowers make an ILL and it turns out to be a two part title - volume 1 and volume 2 Council does not charge for the second book).

4.3 Procedures

- 4.3.1 Customers are responsible for the library materials borrowed on their cards and are expected to return materials in a timely manner.
- 4.3.2 The waiving of charges is an unusual circumstance. Customers who have had large amounts of charges waived or reduced, either as a single act, or over a period of time, may be denied further service.
- 4.3.3 When dealing with all charges, staff should remind borrowers of the various methods available to avoid fees, i.e. renewing items in person, by phone, or online.
- 4.3.4 Upon waiving a charge, staff must record on the customers record that a charge was waived, the location, amount waived, reason for the waiver, and the staff member's name.

5.0 Related Procedures or Documents

Nambucca Valley Council Fees and Charges
Nambucca Valley Council Operational Plan

6.0 History

Department:	Corporate Services	Last Reviewed	Resolution Number
Policy Category	Council	17 Jan 2019	5/19
Endorsed By:	General Manager	12 Sep 2024	302/24
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Policy Owner	Director Corporate Services		
Contact Officer	Senior Librarian		
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First Adopted	16 May 2012		
Resolution No:	3391/2012		
Review Date:	September 2027		