

FOR INFORMATION

8.87-19

**SIMON FRASER UNIVERSITY
MEMORANDUM**

VICE-PRESIDENT, RESEARCH AND INFORMATION SYSTEMS

TO: W.R. Heath
Registrar and Secretary
of Senate

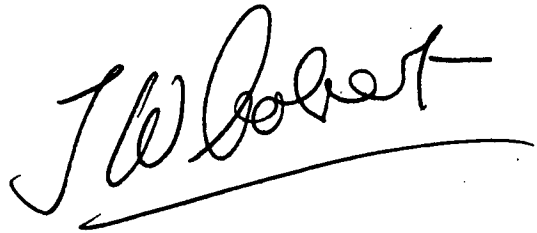
FROM: Thomas W. Calvert, Chairman
Senate Library Committee

SUBJECT: LIBRARY LOAN POLICY **DATE:** June 29, 1987

At its meeting on May 11, 1987, Senate requested clarification of Point 2 in the amended Library Loan Policy.

The Senate Library Committee reconsidered this point at its meeting on June 11. It was agreed that the wording did not reflect the intent of the Senate Committee. It was agreed that the words "and will be expected to access their file to determine the current status of items on loan" should be deleted. A corrected copy of the policy is attached.

The wording which is now deleted was intended to apply only to periods when notices could not be mailed (eg. due to labour disputes). This provision is set out in detail in Point 10 of the procedures.



TWC/bjr

Attachment

c: T.C. Dobb

LIBRARY LOAN POLICY

LIBRARY LOANS DIVISION

MARCH 17, 1987



W A C Bennett Library · Simon Fraser University

OBJECTIVE

The purpose of this policy is to promote efficiency in all Loans operations, to minimize inconvenience to library users, and to ensure the provision of high levels of quality service.

POLICY

1. Library Cards: The Library shall extend borrowing privileges to any user holding a valid library card. There shall be two basic categories of library cards, those authorized by the Registrar's Office, and those authorized by Library Loans. Library cards are not transferable and will be honoured only when presented by the legitimate cardholder.
2. Borrower's responsibility: The Library will hold the borrower whose name appears on the card responsible for all use made of the card. Responsibility shall include: immediate notification of lost, stolen, or damaged cards; notification of changes of address; reporting and payment for lost or damaged materials. Borrowers will also be held responsible for returning all material when due.
3. Loan period: The loan period for materials circulating in the General Collection shall be one semester, and all materials shall be due on the end of semester due date. Notwithstanding, all materials in the General Collection shall be subject to recall after a guaranteed minimum loan period of two weeks has elapsed. Fines will be assessed on all overdue materials, and library borrowing privileges will be suspended until all fines are paid and all materials have been returned. Borrowers may appeal the suspension of privileges where there are extenuating circumstances.
4. Unpaid Accounts: Where charges have not been paid within 60 days of having been incurred, accounts may be placed in the hands of a collection agency for recovery.

5. Renewals: All materials in the General Collection may be renewed one week prior to the commencement date of the examination period, and will become due on the end of semester due date. All material borrowed on or after the renewal date will become due the following semester. Patrons shall be informed of the due date of all materials at the time of checkout.
6. Borrowing regulations: Patrons shall be subject to the borrowing regulations which pertain to the General Collection and all special collections within the Library loan system.
7. Disruption of service: In the event of system failure or other disruption of normal services such as public mail or transportation, the Library will make every reasonable effort to satisfy all requests. The Library will hold borrowers responsible for informing themselves regarding the current status of all materials checked out on their cards, and for returning materials when due. The Library will attempt to facilitate in-person return of such materials. If material is returned by mail during disruption of normal service, the date of postmark will be considered the official date of return.
8. Patron conduct: The Library accepts that from time to time borrowers will express criticism of its Loans policies and practices. However, if in the process Library staff are additionally subjected to acts by a borrower which in the opinion of the Head of the Loans Division, acting reasonably, are abusive and/or threatening, the Library may, on the recommendation of the Head of the Loans Division and the authority of the University Librarian, suspend the borrowing privileges of that borrower for a specific or indefinite period. Such action may be appealed through the Library Penalties Appeal Committee.

PROCEDURES

1. Cards: The Library will directly authorize the issue of cards to all Extra-mural borrowers. Ultimate authority resides with the University Librarian. The Library, on receipt of confirmation from Registrar's Office, will authorize the use of all other library cards. All cards will be issued by the Registrar's Office.
2. The person to whom a library card is issued must personally present the card every time material is checked out. No material will be checked out without a library card. Cards loaned to other users will not be honoured.
3. Library users should inform the Recalls/Fines department immediately a card is lost or stolen, at which point a stop will be placed on the card. A replacement fee is charged.
4. Address changes may be given in person or in writing to the Recalls/Fines department.

5. When material is lost or damaged it should be reported immediately to the department from which it was borrowed.
6. Borrowers wishing to obtain checked-out materials from the General Collection may do so by placing a recall/hold by arrangement with the Recalls staff. Requests for material from all special loans areas should be placed with the department concerned. Borrowers will be notified of the due date when material is requested back in the Library. When recalled material is returned to the Library, the requester will be notified. Notification will not apply in the special loans areas, where the predetermined hold period is of short duration.
7. Materials in the General Collection should be brought to the checkout counter for renewal. Materials in special loans collections should be returned for renewal in the appropriate area. Materials identified as hold requests may not be renewed.
8. When a recalled item becomes overdue, the Loans Division will send an overdue notice. Bills will be sent to cover penalties incurred for outstanding overdue or end of semester items.
9. If a borrower wishes to appeal assessed penalties or suspension, for whatever reason, of library borrowing privileges, s/he may do so in writing to the Head of the Loans Division. Decisions made by the Loans Division about penalties may be appealed to the Senate Library Penalties Appeal Committee, whose decision shall be final.
10. During disruptions of normal Library services, public mail or transportation services, borrowers should check with all library departments through which they have borrowed material to ensure that there are no outstanding requests and to obtain information regarding return procedures.

LIBRARY CARDS

Any member of the public may use materials in the Library during regular library hours. However, users must have a valid library card in order to borrow materials and to have access to special services. This card is not transferrable and must be presented when borrowing materials.

The borrower whose name appears on the card is responsible for all use made of that card until the Library is notified of its loss or theft. Replacement cards for those lost, stolen or damaged will be made available for a fee at the Registrar's office. A change of address must be reported to the Library Loans Department as soon as possible.

There are two basic categories of Library cards. SFU or SFU-related people will be issued a card automatically by the Registrar's office. All others will be authorized by Library Loans. A complete breakdown of categories and costs is given in Appendix C, Extra-Mural Readers.

All borrowers, when issued library cards, are subject to the same regulations and have the same privileges with the exception of Interlibrary Loans and the Reserve Collection.

BORROWER RESPONSIBILITIES

Borrowers are responsible for all materials and equipment taken out on their cards and must comply with the regulations.

In the event of a disruption of normal library services, or of a disruption of public mail or transportation services, the borrower remains responsible for adhering to these regulations, and the penalties in this policy will continue to apply.

In these situations, the Library may not be able to notify readers about material that has been recalled; therefore the borrower is responsible for enquiring weekly at the Loans

Division on the Burnaby campus, or the appropriate office of a non-Burnaby campus, to determine if any material borrowed has been recalled.

Also, in the above abnormal situations, the borrower is responsible for returning all materials to the Library on the dates they would normally come due in accordance with the terms of this policy. The Library will attempt to facilitate the in-person return of materials, and, if they are returned by mail, the date of the postmark will be considered the official date of return for the purposes of calculating penalties.

The borrower must present a doctor's certificate in order to be excused for overdue materials because of illness.

BORROWING REGULATIONS

1) General Collection

The general collection consists of all publications on the open shelves and in storage with the exception of

- i) those in Reserve
- ii) those designated as non-circulating or otherwise covered by special loan regulations.

The Loan period for all materials in the general collection is one semester. All materials become due on the seventh day of the examination period and should be returned to the Library on or before that day. All material borrowed thirteen days prior to this semester's due date will be due on the seventh day of the examination period of the following semester. Renewal of materials may be made at this time as well. The due date will always be stamped on the date label located in the front of the book.

Each borrower is entitled to keep circulating material for a minimum of two weeks. The holder of the material is obliged to return recalled items on or before the date indicated on the recall notice.

If demand for an item is high (i.e. more than two recalls are requested), it will be transferred to the Reserve collection until demand has fallen.

The Library may recall material at any time.

Failure to return recalled materials will result in suspension of borrowing privileges for all collections and will incur fines or fees as described in Appendix A.

2) Reserve Collection

The Reserve collection consists of all print and phonotape materials shelved in the Reserve room.

a) There are currently four Reserve loan periods:
2 hour, 4 hour, 24 hour and 3 day. The period is marked on each loan card. Different loan periods may be in effect for copies of the same title. It is the borrower's responsibility to check these cards carefully. Other loan periods may be established at the discretion of the Head of the Loans Division.

2 Hour Loan

Due two hours from time taken out.

Overnight: 2 hours before closing of Reserves section until 10:00 am next day.

4 Hour Loan

Due four hours from time taken out.

Overnight: 4 hours before closing of Reserves section until 10:00 am next day

Sat - Sun due at 11:00 am

24 Hour Loan

Due 24 hours from time taken out.

Sat - Thur: due 24 hours after check-out

Fri: from 5:00 pm Friday to 11:00 am Sunday.

3 Day Loan

Due three days from time taken out.

Monday - due same time of day Thursday.

Tuesday - due same time of day Friday.

Wednesday - due 11:00 am Sunday

Thursday }
Friday } - due same time of day Monday.

Saturday - due same time of day Tuesday.

b) Failure to return materials when they are due will incur a fine upon items that are an hour or more overdue and that have holds placed on them or that are not returned by the semester end due date. Borrowers who have incurred a fine will be suspended from borrowing from all collections until the fine is paid and the material returned (see Appendix A for schedule).

3) Special Loans

The following materials are available only on special loan:

- a) Periodicals - this includes bound backfiles as well as unbound current issues
- b) Reference works
- c) Special collections
- d) Microform collections
- e) Statistics Canada collection
- f) Maps, pamphlets and miscellaneous materials
- g) Equipment

Special loans are governed by the following regulations:

- (a) All loans must be authorized by a librarian or staff member to whom this authority has been delegated.
- (b) Loan periods, though at the discretion of the authorizing librarian, are generally for only a few days and never exceed the semester end. Materials in constant demand may be restricted to library use only.
- (c) The Library reserves the right to hold the user's Library card while the material is out on Loan.
- (d) An overdue notice will be sent when material becomes overdue.

(e) Failure to return materials on time will result in suspension of borrowing privileges for all collections and will incur fines and fees as described in Appendix A.

4) Interlibrary Loans

When SFU Library borrows material from another institution on behalf of a member of the Simon Fraser University Community, it assumes the responsibility of enforcing the loan regulations of the lending library. Since repeated failure to observe the regulations of the lending institution may result in its refusal to lend to the SFU Library, an SFU user who does not observe the due date for returning an interlibrary loan will not be permitted to borrow from any collections in the SFU Library or through interlibrary loan, until the material is returned. Readers will be fined for overdue books as in Appendix A.

Renewals may be requested, but are not necessarily granted as this incurs an additional charge to SFU:

(a) One day before the due date if the material was borrowed from UBC.

(b) Four days before the due date if borrowed elsewhere.

Undergraduate requests will be searched only throughout B.C., unless specially authorized by the professor. Alumni requests will be sent only to B.C. locations.

LOST OR DAMAGED MATERIALS AND EQUIPMENT

Borrowers will be charged for lost or damaged materials and equipment, including items borrowed through interlibrary loan. Failure to pay such charges will result in a suspension of borrowing privileges for all collections until payment is made. After materials or equipment have been reported lost, no further fines will accrue.

In cases of long overdue material or equipment in which the borrower does not respond, the Library will declare the unreturned items lost and the cost of replacement will be charged to the

borrower.

APPEALS

Decisions made by the Loan Division about penalties may be appealed through the Senate Library Penalties Appeal Committee (see Appendix B).

PLEASE NOTE:

THE RECALL SYSTEM WORKS ONLY AS WELL AS THE COOPERATION BETWEEN THE LOAN DIVISION AND OUR PATRONS.

IT IS THE FULL RESPONSIBILITY OF OUR PATRONS TO INFORM THE LIBRARY OF ANY ADDRESS CHANGES. FACILITIES FOR ADDRESS CHANGES ARE AVAILABLE AT THE RECALL COUNTER.

FINES COULD ACCRUE BECAUSE OF A WRONG ADDRESS IN OUR FILES.

WE GREATLY APPRECIATE YOUR COOPERATION.

APPENDIX A

PENALTIES

1. GENERAL LOANS

- (a) Failure to return a recalled item by the due date:
 - Suspension of borrowing privileges
 - \$1.00 per day per item to a maximum of \$25.00 per book.
- (b) Failure to return all materials by the due date:
 - Suspension of borrowing privileges when books become overdue.
 - After 21 days, \$5.00 fine irrespective of the number of unreturned items.
 - After 14 more days, the fine will be increased \$1.00 per day to a maximum of \$25.00 per borrower.
- (c) After the \$25.00 maximum has been reached, lost book processing charges will be, and lost book replacement charges, may be assessed.

2. RESERVE LOANS

- (a) For print materials and lecture tapes an hour or more overdue and which have holds placed on them:
 - \$1.00 per hour, up to \$5.00 per day, to a maximum of \$25.00 per item.
- (b) For music tapes an hour or more overdue and which have holds placed on them:
 - 25¢ per hour up to \$1.00 per day, to a maximum of \$25.00 per item.
- (c) Lost tapes incur a \$3.00 replacement charge, plus a \$10.00 processing charge. Lost photocopied items incur a replacement cost of 10¢ per page plus 25¢ for the folder, plus a \$10.00 processing charge.
- (d) When not returned by the semester end due date and when no holds have been placed, general loan fines

pertain (see 1(b) above).

3. SPECIAL LOANS

Failure to return materials by the due date:

- Suspension of borrowing privileges.
- \$1.00 per day to a maximum of \$25.00 per item.

4. INTERLIBRARY LOANS

Failure to return materials by the due date:

- Suspension of borrowing privileges.
- \$1.00 per day to a maximum of \$25.00 per borrower.

5. REPLACEMENT CHARGES

- (a) Suspension of borrowing privileges until fees are paid.
- (b) Book materials: average annual cost of the book within its particular subject plus \$10.00 processing charge.
- (c) Microform materials: \$10.00 processing charge plus \$10.00.
- (d) There may be a binding surcharge of \$4.85 for paperback books.
- (e) Equipment: current replacement costs plus \$10.00 processing charge.
- (f) In all cases, if the patron demonstrates that the material is actually available below the assessed costs, the replacement charges will be reduced, and conversely if the value of the material or subsequent costs to the Library are greater than the above rates, there will be an added charge.

6. UNPAID ACCOUNTS

Where charges have not been paid within 60 days of having been incurred, accounts may be placed in the hands of a collection agency for recovery. Passed by the Board of Covenors in August 1971.

APPENDIX B

SENATE COMMITTEES

LIBRARY PENALTIES APPEAL COMMITTEE (Standing)

<u>MEMBERS</u>	<u>CONDITIONS</u>
Faculty Member } Faculty Member }- Faculty Member }	Elected by and from the Senate Library Committee
Student Senator	- { Elected by and from the { Senate Library Committee
Undergraduate Student } Graduate Student }-	Elected by the Student Society
Head of Loans Division	Non-Voting
Chairman	{ Elected by and from voting - { members of the committee

TYPE: Standing Committee reporting to Senate Library
Committee.

PURPOSE: To consider cases wherein an individual feels unjustly
penalized for an infraction of the Library Loan Policy and
to make the final decisions.

PROCEDURE: Any individual who is aggrieved by the decision of the
Loan Division of the Library concerning penalties may
petition, in writing, to the head of the Division that the
case be considered by the Library Penalties Appeal
Committee. The individual will be notified by letter/
telephone of the date of the meeting and may speak to the
Committee on the grievance. The Loan Division will provide
documentation for the Library and the individual may contest
the evidence or enter any circumstances that may be germane.
The decision of the Committee is final.

PENALTIES IMPOSED WILL BE SUSPENDED WHILE AN APPEAL IS WAITING TO BE
HEARD BY THE COMMITTEE, AND FINES WHICH HAVE BEEN PAID AND WHICH ARE
SUBSEQUENTLY DEEMED UNFAIR BY THE COMMITTEE WILL BE REFUNDED.

Approved by Senate Jan.10, 1972.

Procedure revised by Senate Jan 14, 1974 and Sept.8, 1975.

A. There are two basic categories of library card. They are:

1. Library Cards - These are issued by Registrar's to SFU or SFU related people as named below:

<u>SFU STUDENTS</u>	<u>SFU FACULTY/STAFF</u>	<u>SFU RELATED</u>
Undergraduates	Full-time	Daycare
Graduates	Retired	Cleaners
Alumni	Part-time (Continuing)	Student Society Employees CUPE Loc.2396
Audit	Visiting Faculty (paid)	Food Services (SFU)
	Temporary Staff (1 yr.)	Bank of Nova Scotia (SFU)
	Senators & Board of	School & Faculty Associates (SFU)
	Governors	Microtel employees in Discovery Park
		University Club (SFU)
		Security Personnel (SFU)
		Chaplaincy (SFU)
		Physiotherapists (SFU)
		Travel Desk (SFU)
		B.C. PIRG

2. Extra-Mural Library Cards - These are authorized by Library Loans prior to being issued by Registrar's:

a. Non-Paying Group:

- S.F.U. special audit students (this includes the Institute of Canadian Bankers Fellows Program)
- *Currently registered Graduate students of B.C. Universities (this does not include people who have left a University or are Alumni of other Universities)
- *Faculty of B.C. and non-B.C. Universities
- *Faculty of B.C. Government-funded Colleges
- *Mentor/Enrichment Program
- Visiting Faculty and renowned scholars (non-paid)
- Research Assistants associated with SFU Faculty
- Conference/Workshop conveners (SFU)
- *Senior Citizens
- * "The Librarian" authorized
- Visiting Scholar Inst. of Fisheries Analysis working at SFU
- SFU Student with department authorized deferral

b. Paying Group:

- *Business connected individuals
- *B.C. and Canada Government staff
- *Canadian Federation of Students
- *General Public
- *Teachers at Primary and Secondary Schools
- *Teachers at Private and Non-Government funded colleges
- *Private Researchers
- *International Baccalaureate Students
(unless permission has been granted by division head to be included in non-paying category)
- *Graduates from Government funded colleges

*To be checked "FOR LIBRARY USE ONLY": This means that privileges are only for the Library - not for Gym, Theatre, Pub, etc.

B. The following specifies the conditions for the issuance of Extra-Mural Borrowers' Cards:

1. Cards will be issued to individuals only. (No company cards will be issued.)
2. Date of issuance will be September 1 of each year and the date of expiry will be the following August 31.
3. Where applicable, the fee will be \$30.00 annually or \$15.00 after April 1.
4. Cards will be authorized by the Library Loans Division with fees collected there. Cards will be issued by the Registrar's Office.
5. Access will be to the General Collection. There will be no access to Interlibrary Loans or the Reserve Collection. Applicants are allowed to use database search but must pay full charges.
6. Applicants for extra-mural cards must make applications at the General Loans counter of the Library.



PATRON CONDUCT

The Library accepts that from time to time borrowers will express criticisms of its Loans policies and practices. However, if in the process, Library staff are additionally subjected to acts by a borrower which in the opinion of the Head of the Loans Division, acting reasonably, are abusive and/or threatening, the Library may, on the recommendation of the Head of the Loans Division and the authority of the University Librarian, suspend the borrowing privileges of that borrower for a specific or indefinite period. Such action may be appealed through the Library Penalties Appeal Committee.