

# **Swansea University Libraries Loans Policy**

## **1. General**

- 1.1. Library users are solely responsible for all items borrowed on their cards.
- 1.2. Users should report lost or stolen cards to Library staff immediately.
- 1.3. Library Users must treat library materials with due care and consideration. Library Users must pay compensation for damage to, or loss of library material. Any significant defects should be pointed out to Library Staff before proceeding to borrow. Library Users who are unable to return a library item must pay for the cost of a replacement. A non-refundable administration charge will be made.
- 1.4. Library Users cannot borrow a second copy of an item they already have on loan.
- 1.5. Library Users cannot create a request for an item they already have on loan.
- 1.6. Library Users who take items on placement or outside of the UK are still subject to fines if the recalled items are returned late. Users should ensure they have a date-stamped proof of posting, if returning items by post.

## **2. User groups**

### **2.1. External (Ext)**

- 2.1.1. Libraries Together scheme members (formerly OpenToAll)
- 2.1.2. Further Education students (local)
- 2.1.3. SCONUL
- 2.1.4. Visiting researchers
- 2.1.5. Visiting academics
- 2.1.6. Alumni
- 2.1.7. Retired staff (no longer have university contract with HR)
- 2.1.8. NHS staff

### **2.2. External Plus (ExtPlus)**

- 2.2.1. This group currently has no members, but will be activated if needed.

### **2.3. Postgraduates and Staff (PG/Staff)**

- 2.3.1. Swansea University postgraduates with standard university semesters

2.3.2. Swansea University staff

## 2.4. Postgraduates Full Year (PGFY)

2.4.1. Swansea University postgraduates with year round courses.

## 2.5. Undergraduates (UG)

2.5.1. Swansea University undergraduates with standard university semesters (with the exception of UGFY and UGEx).

## 2.6. Undergraduates Full Year (UGFY)

2.6.1. Swansea University undergraduates with year round courses.

## 2.7. Undergraduates (UGEx)

2.7.1. Swansea University undergraduates who opt in for our extended service following a university disability assessment.

## 2.8. Groups with library access only

2.8.1. Under 16s (Accompanied)

2.8.2. Other users not defined above

## 2.9. Groups with no library access

2.9.1. Under 16s (unaccompanied)

# 3. Loans

## 3.1. Standard loans

3.1.1. Standard loans will have an initial due date set to **four weeks from the date the item is borrowed for all users** with the exception of;

3.1.1.1. High demand (1 week)

3.1.1.2. Short loans (24 hours)

## 3.2. High demand loans

3.2.1. High demand loans are titles where all available copies are on loan and have outstanding requests.

3.2.2. High demand loans will return to standard loan status once all outstanding requests have been fulfilled.

### 3.3. Short loans

- 3.3.1. Short loan items have an initial loan period of 24 hours, but can be borrowed again immediately unless there are any outstanding requests.

### 3.4. Not for loan (Reference)

- 3.4.1. Items are not for loan, cannot be issued to Library Users and don't leave the library except in special circumstances with the permission of the relevant Liaison Librarian e.g. Dictionaries required for exams.

### 3.5. Library use only

- 3.5.1. Items are issued to Library Users but don't leave the library except in special circumstances with the permission of Library Staff e.g. Theses.

### 3.6. Inter-library loans

- 3.6.1. Loan policy for these items is set by Document Supply Services.

### 3.7. Laptop loans

- 3.7.1. Laptops borrowed from information desks at Singleton Park and Bay Libraries have a loan period of two weeks.
- 3.7.2. Laptops borrowed from self service cabinets at Singleton Park and Bay libraries have a loan period of the length of the charge, or a maximum of 24 hours. These laptops can only be used in the Library.

### 3.8. Maximum renewal period

- 3.8.1. Items will automatically renew until the maximum renewal period is reached, unless requested.
- 3.8.2. The maximum renewal period is the longest period of time from the loan date that a Library User can borrow an item without needing to physically return it to the library.  
**e.g. an undergraduate borrowing an item on March 1st who still has the item on loan at the end of February the following year will be sent a notification asking them to return the item to the library.**
- 3.8.3. Once the Library User has returned an item, they may borrow it again provided:
  - 3.8.3.1. it is in good condition
  - 3.8.3.2. there are no active requests on that title
- 3.8.4. Items in the library will have the following maximum renewal period;

Postgraduates/Staff	3 years (or their Alma expiry date if sooner)
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Undergraduates	1 year (or their Alma expiry date if sooner)
Externals (no renewals)	4 weeks (or their Alma expiry date if sooner)

### 3.9. Grace periods

- 3.9.1. No grace period will be given to any Library User by default. Users are advised to contact Library staff to discuss any extenuating circumstances with regard to returning items after the due date.

### 3.10. Loan and request limits

- 3.10.1. The following loan limits apply to the number of items on loan to Library Users;

	Loans	Requests (concurrent)
Postgraduates/Staff	30 (across all libraries)	15
Undergraduates	30 (across all libraries) 15 maximum from St. David's Park	15
External users	5 (across all libraries except St David's Park where reference use only is allowed.)	None

### 3.11. Disputed returns

- 3.11.1. If a user reports an item as returned but it is still showing on their account, then the item will be marked as a disputed return while the User and Library Staff search for the item.
- 3.11.2. A limit may be imposed to the number of disputed returns claimed by an individual User.
- 3.11.3. Library Users who are unable to return a library item must pay for the cost of an agreed replacement copy. A non-returnable administration charge will be made.

### 3.12. Missing items (Not found in place on shelves and/or not borrowed for a long time)

- 3.12.1. If a User requires an item that is not in place on the shelf the User needs to inform Customer Services and the User should place a request.

## **4. Requests**

### **4.1. General terms**

- 4.1.1. Items on loan for a week or more can be recalled from a Library User if no items are available on the shelves in our libraries.
- 4.1.2. A Library User has one week to return an item which has been recalled by another User.
- 4.1.3. Details of the current borrower will not be provided to a requester and details of the User recalling an item will not be provided to a User currently in possession of the requested item.
- 4.1.4. Requests outstanding for more than a week will be converted to either purchase orders or document supply requests.

### **4.2. Hold shelf life**

- 4.2.1. An item placed on the hold shelf awaiting request by a Library User will be held for 3 days and then issued to the next Library User in the queue or returned to the shelves if not collected. Items will be held for seven days at South Wales Miners' Library and Banwen.
- 4.2.2. At the discretion of a member of library staff, the hold shelf life for an item may be extended.

## **5. Notifications to Library Users**

### **5.1. General**

- 5.1.1. All notices to Swansea University staff and students will be sent to university email addresses. It is the responsibility of the Library User to check email for notifications or to check 'My Account' in iFind.
- 5.1.2. Notices to other users will be sent by email if available or to an Alma printer at one of our libraries where it will be printed and posted to the Library User.

### **5.2. Courtesy notices**

- 5.2.1. Courtesy notices will be sent to a Library User when an item needs to be returned to the library.
- 5.2.2. Courtesy notices will be sent to a Library User for all loans of one week or longer.
- 5.2.3. Courtesy notices are helpful reminder to Library Users, but it is the Library User's responsibility to know their due dates and read notifications. If courtesy notices fail to send for some reason, we will not refund related fines.

## **6. Fines and charges**

### **6.1. General terms**

- 6.1.1. Fines will be incurred on overdue recalled items, overdue short-loan items, overdue loan laptops, overdue a/v equipment and on any items which have exceeded their maximum renewal periods.
- 6.1.2. Borrowing rights will be suspended when a User accrues £10.00 in fines on their account. Payment of some or all of the fines to bring the balance under £10.00 will reactivate borrowing rights.
- 6.1.3. A £2.00 per day charge (up to a limit of £20.00 per item) will be made on an item that has not been returned by a Library User within 1 week following a recall on that item.
- 6.1.4. Fines of £10.00 per day up to a maximum of £100.00 will be charged on overdue loan laptops.
- 6.1.5. Library Users will be charged the full cost of replacement of lost or badly damaged items and, additionally, a £5.00 administration charge per item will be made for items lost or damaged beyond repair by users.
- 6.1.6. If media or IT equipment is damaged, the Library User will be required to pay repair costs or the cost of replacement if repair is not possible.
- 6.1.7. There are no fines charged for overdue South Wales Miners' Library and Banwen Library items.

### **6.2. Policy review**

- 6.2.1. Ownership of this policy rests with the ISS Circulation Policy group and will be reviewed annually in April.