

## Library Fees and Payment

To ensure the equity of access to Library resources, fees are imposed to encourage borrowers to return items on time. Please renew or return your item on time to avoid fees, or contact the Library.

Loan Type	Fee Rate	Maximum fee possible
Normal Loans	\$1 per day	\$10
Short Loan 3 Hour Loans	\$1 per hour	\$10
Short Loan 3 Day Loans	\$1 per day	\$10
Short Loan 7 Day Loans	\$1 per day	\$10

Library fees apply for overdue, lost, or damaged items which **must be paid in full** prior to borrowing privileges being restored.

**All fees must be paid and items returned prior to leaving the college or graduation.**

To pay your fee, please return your items first to the Library. You can deposit the required amount to your PaperCut account in the Library by cash, or credit card by the Online Payment option on the GBCA website <http://gbca.edu.au/students/>. You will need to provide a copy of the receipt to show your online payment, or do the payment with the Library staff. You will be issued with a PaperCut receipt and your record will be updated and your borrowing privileges returned.

## Damaged and Long overdue items

The Library declares an item lost if the item has not been returned 7 days or more after the due date.

Borrowers are required to replace items that are considered as lost, long overdue, or damaged, by paying the current recommended retail price (RPP) of that item. The replacement fee for multimedia equipment will be the current market price. A damaged item means that the item is returned in a condition not acceptable to be borrowed by another user. For example, water damage, including coffee stains, ripping damage, including pages torn out and highlighting damage, or underlining in ink. When an item has some damage, but is not yet beyond being used, a note will be placed on the record of the book to ensure that the current user is not penalised inappropriately.

An exact new copy will be accepted of the item, or the most current edition, if the exact copy is out of print, instead of paying the RRP.

When the item is returned in good condition, within a reasonable timeframe, only the overdue fee will apply.

## Suspensions

Your borrowing privileges will be suspended if you have:

- ✓ an overdue Course Reserve three hourly loan
- ✓ a fee of \$10.00
- ✓ a book more than seven days' overdue which has then become "lost" to the Library

To avoid suspensions, you should keep the total amount of your Library fees below \$10 for the duration of your study, academic or professional career at GBCA.

## Student System Sanctions

If you have a long overdue or damaged item, or unpaid Library fees of over \$10, you will be subject to sanction in the student system, which may not allow you to access your results, receive your transcripts, Graduation Certificate or re-enrol. The sanction is cleared once you return the overdue items or pay the fees.

**All outstanding fees must be paid prior to leaving the college or graduation.**

## Appeals Process

If you feel that you have received an unfair Library fee for an overdue item or damaged item replacement cost, you may appeal by completing the Library Appeal Representation Form which you will find on the Library page of the GBCA website <http://gbca.edu.au/>

You may only appeal if you have:

- ✓ checked and updated your email address with the Library and read your email notices
- ✓ been unable to check the Library page and login to the Member Logon on the GBCA website <http://gbca.edu.au/> to view your loans and the due dates and renew your items
- ✓ contacted the Library to let us know there was a challenge with renewing or returning the items
- ✓ not given your item to someone else to return for you
- ✓ a valid personal circumstance with a Medical or other relevant certificate or documentation
- ✓ accepted that the time of return shown on the Library system is the only time and date it was returned. There is no other variation as it cannot be changed in any way

Borrowing privileges will be temporarily returned for five days until the appeal is processed. If your appeal is granted, the agreed reduction or removal of the fee will reinstate your borrowing privileges. If your appeal is unsuccessful, you will be required to pay the fee prior to leaving the college and/or graduating, and then your borrowing privileges will be returned.

Please note that it is your responsibility to know when your items are to be returned. The Library staff will let you know the due date when you borrow the item and you will receive courtesy email notices to remind you to return the item on time.