

TRU Library Loans Policy

Objective

The purpose of this policy is to provide equitable access to library resources for the TRU Library community, to maximize the availability of library material and resources, to minimize inconvenience to library users, to ensure the provision of high levels of quality service and to promote efficiency in all library loans operations.

Definitions

The terms *library card*, *student card* and *borrowing card* are used interchangeably and refer to the card that allows the holder to borrow library materials from the TRU Library.

The terms *library user*, *borrower* and *patron* are used interchangeably to refer to someone who is eligible to borrow library materials from the TRU Library.

Eligibility

The Library extends borrowing privileges to currently registered students, - on site, distance, regional and Open Learning – as well as faculty, staff, alumni, local community borrowers and others approved by the Library who have accounts in good standing. Library borrowers whose accounts have been blocked or barred are not eligible for borrowing privileges until their accounts have been cleared.

- The Kamloops TRU Campus ID Card serves as the library card for students, faculty and staff. The Kamloops TRU Campus ID card can be obtained at the Campus Cashier window located in Old Main building (OM1614).
- Williams Lake TRU Campus Card can be obtained at the Library centre.
- Adjunct faculty qualify for regular faculty privileges.
- Retired faculty who continue to reside in the TRU region may retain their TRU borrowing privileges. For further information please see TRU Policy ADM07-0 Employee Recognition, section III Retirement.
http://www.tru.ca/_shared/assets/Employee_Recognition5591.pdf
- Emeritus/Emerita faculty will keep their full faculty library privileges. For further information please see TRU Policy BRD 15-3 Emeritus/Emerita Designation.
http://www.tru.ca/_shared/assets/brd15-35623.pdf
- Visiting scholars wishing to obtain borrowing privileges are required to present a letter of introduction from the appropriate TRU Dean.
- TRU/UCC/Cariboo College Alumni wishing to borrow material from the TRU Library can obtain a borrower's card for a discounted annual fee of \$15. The card is valid for one

year. To obtain the borrower's card, Alumni are required to present a piece of current picture ID plus their TRU student number to the Campus Cashier in the Old Main building (OM1614). The cashier will issue a borrower's card. The \$15.00 fee is paid at the Library's checkout desk the first time the card is used.

- Members of the community between the ages of 17 and 64 may purchase a TRU Community Library card for a \$25 annual fee at the Library check-out counter. Persons over the age of 65 are exempt from the \$25 fee and normally persons who are under the age of 17 are not eligible for a TRU borrowing card.

Borrowers' Responsibility

The TRU borrowing card must be presented each time a borrower wishes to borrow materials from the Library.

- The Library will hold the borrower whose name the card is in responsible for all use made of the card.
- The borrower is responsible for: immediate notification of lost, stolen, or damaged cards; reporting and payment for lost or damaged materials; and reporting any changes of address and contact information.
- Borrowers are responsible for returning all material to the TRU Library by the due date or overdue charges will apply.
- It is the borrower's responsibility to ensure that they are aware of all circulation policies and practices to avoid fines and/or suspensions of their patron record.

Fines and Charges

- All library users are charged fines for overdue, damaged or lost library materials, plus a non-refundable \$20 processing fee for each item lost or damaged.
- Fines begin to accrue as soon as items are overdue.
- When incurred and/or accrued fines for TRU **students, faculty and staff and for community borrower's** reaches **\$10**, library privileges (borrowing, interlibrary loans, searching licensed databases, etc...) will be suspended.
- At 3 days before the due date and again a day before the due date, the Library sends out a courtesy email to remind patrons to return their library materials.
- An overdue notice is mailed when an item is 7 and 14 days overdue. If the item has not been returned or renewed within 28 days, it is assumed lost and a bill for the cost of the lost item plus a \$20 non-refundable processing fee will be issued.
 - If the item is returned, the replacement cost for the lost item will be cancelled, but the overdue fine and the processing fee will remain.

- Replacement costs for lost or damaged items are assessed up to the full replacement value of the item plus a \$20 non-refundable processing fee.
- The TRU Library offers the following payment options:
 - In person at TRU either the Kamloops or Williams Lake campus libraries. Payments are accepted by cash, cheque, interact or credit card (Visa or Mastercard).
 - Via Canada Post. Make a cheque payable to TRU and mail it to the TRU Library at the appropriate campus.
 - By phone to the Kamloops or Williams Lake campus libraries to pay by credit card (Visa or Mastercard).

Borrower Categories, Loans Periods, Renewals and Fines

Students

On-Site Students			
Students may borrow a maximum of 50 items at one time.			
Library Item	Length of Loan	Maximum # of Renewals*	Fines Levied Per Item/Day
Books	2 weeks	4	.50/day
Reserves	2 hour**, 2 hour in-library use only	0	\$1/hour
	1-day, 3-day, 7-day	0	\$2/day
Videos (VHS, DVD)	3 days	2	\$1/day
Software	2 weeks	4	.50/day
Audio CD	2 weeks	4	.50/day
Cassettes	2 weeks	4	.50/day
Pamphlets	2 weeks	4	.50/day
Government Documents	2 weeks	4	.50/day
Interlibrary Loans	2 weeks	0	\$2/day
Laptops	3 hours	0	\$10/hour

*unless a hold has been placed

** If borrowed within 2 hours of closing, due time is 30 minutes after opening the next day.

Distance, Regional and Open Learning Students (DROL)

Item	Loan Length	Maximum # of Renewals*	Fines
Books	4 weeks	3	.50/day
Videos (VHS, DVD)	2 weeks	3	\$1/day
Software	4 weeks	3	.50/day
Audio CD	4 weeks	3	.50/day
Cassettes	4 weeks	3	.50/day
Pamphlets	4 weeks	3	.50/day
Government Documents	4 weeks	3	.50/day
Interlibrary Loans	2 weeks	0	\$2day

*unless a hold has been placed

Faculty and Staff

Current, Retired, Emeritus/Emerita, Adjunct or Visiting Faculty and Staff			
Library Item	Length of Loan	Maximum # of Renewals*	Fines Levied Per Item/Day
Books	6 weeks	4	.50/day
Reserves	2 hour, 2 hour in-library use only	0	\$1/hour
	1-day, 3-day, 7-day	0	\$2/day
Videos (VHS, DVD)	7 days	2	\$1/day
Software	6 weeks	4	.50/day
Audio CD	6 weeks	4	.50/day
Cassettes	6 weeks	4	.50/day
Pamphlets	6 weeks	4	.50/day
Government Documents	6 weeks	4	.50/day
Interlibrary Loans	2 weeks or determined by lending library	0	\$2/day
Periodicals	3 days	2	.50/day
Laptops	3 hours	0	\$10/hour

*unless a hold has been placed
** If borrowed within 2 hours of closing, due time is 30 minutes after opening the next day

DROL Faculty

Item	Loan Length	Maximum # of Renewals*	Fines
Books	6 weeks	4	.50/day
Videos (VHS, DVD)	2 weeks	4	\$1/day
Software	6 weeks	4	.50/day
Audio CD	6 weeks	4	.50/day
Cassettes	6 weeks	4	.50/day
Pamphlets	6 weeks	4	.50/day
Government Documents	6 weeks	4	.50/day
Interlibrary Loans	2 weeks	0	\$2/day

*unless a hold has been placed

Community Borrowers

Community members are entitled to borrow materials from the TRU campus library where the community card is initially purchased. TRU Interlibrary loan service and remote access to article databases and other licensed resources are **not** available for community patrons.

Community members may borrow a maximum of 10 items at a time.

Library Item	Length of Loan	Maximum # of Renewals*	Fines Levied Per Item/Day
Books	2 weeks	4	.50/day
Videos (VHS, DVD)	3 days	2	\$1/day
Software	2 weeks	4	.50/day
Audio CD	2 weeks	4	.50/day
Cassettes	2 weeks	4	.50/day
Pamphlets	2 weeks	4	.50/day
Government Documents	2 weeks	4	.50/day
Periodicals	in-library use only	0	not applicable

*unless a hold has been placed

TRU Alumni

Alumni card holders may borrow a maximum of 10 items at one time.

Library Item	Length of Loan	Maximum # of Renewals*	Fines Levied Per Item/Day
Books	2 weeks	4	.50/day
Videos (VHS, DVD)	3 days	2	\$1/day
Software	2 weeks	4	.50/day
Audio CD	2 weeks	4	.50/day
Cassettes	2 weeks	4	.50/day
Pamphlets	2 weeks	4	.50/day
Government Documents	2 weeks	4	.50/day
Periodicals	In-library use only	0	not applicable

*unless a hold has been placed

Appeals of Fines and Other Charges

To discuss a fine or other charges, contact the Coordinator of Circulation Services at the TRU Kamloops Campus Library or any Library staff at the Williams Lake Campus.

If the matter is not resolved at this initial discussion, then it can be forwarded to the Borrower and Data Services Librarian. If the matter remains unresolved after a discussion with the Borrower and Data Services Librarian it can be forwarded to the Manager, Library Services. If the matter still remains unresolved after a discussion with the Manager, Library Services, a written appeal can be made to the Library Fines Appeal Committee who will adjudicate the appeal.

To appeal a fine or other charge on grounds such as a documented medical problem, complete and submit an online [Fines Appeal Form](#). Paper-based Forms are also available at the checkout and reference desks.

Lack of knowledge of loan regulations, failing to note due dates, failing to renew on time, and failing to receive courtesy/overdue reminder notices are not acceptable reasons for cancellation of charges.

Library Fines Appeal Committee

The Library Fines Appeal Committee shall consist of the Manager of Library Services, who will chair the committee, the Coordinator of Circulation Services, the Borrower and Data Services Librarian, one undergraduate student, one graduate student, and one faculty member. The mandate of the Library Fines Appeal Committee is to adjudicate appeals.

Library Fines Appeal Form

Under the TRU Library loan policy, borrowers may appeal fines and charges.

Please note that the following are NOT acceptable reasons for appealing a fine.

- Lack of knowledge of loan regulations
- Failing to note due dates
- Failing to renew on time
- Failing to receive reminder notices, either electronically or by mail
- Disagreements regarding the Library Loan Policy.

Your appeal will be evaluated based on the reasons and information you provide. It is important to explain all extenuating circumstances and, where possible, provide supporting documentation.

You will normally receive a response within 7 – 10 working days. Many appeals will be resolved more quickly, but an appeal often entails a comprehensive search of book stacks and online records over several days.

*denotes required field

*Last Name:	
*First Name:	
*TRU Library Card Number:	
*Phone Number:	
*Email Address:	
*Fine Date (mm/dd/yy):	
*Fine Amount:	
*Reason for Appeal:	

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