

Library Loans Policy

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Version 1

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Revision History				
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Policy Management and Responsibilities				
Owner:	This policy is issued by Alex Heyes who has the authority to issue and communicate policy on Library loans. Responsibility for communication and implementation of the policy has been delegated to the Student Spaces & Services Innovation Officer.			
Others with responsibilities (please specify):	All borrowers of stock and equipment from The Library.			
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Equality Analysis	Y			
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1.0 Purpose

The purpose of this document is to specify the terms and conditions for use of library loan stock and equipment.

2.0 Scope

The policy applies to all borrowers of library loan stock and equipment:

- Students
- Staff
- Alumni
- External borrowers

3.0 Policy Statements

3.1 General Eligibility Criteria to Borrow

- 3.1.1 Students with a valid University user account without any system holds/blocks (bans) on their Library account.
- 3.1.2 Staff with a valid University user account without any system holds/blocks on their Library account.
- 3.1.3 Alumni with a valid Library membership card.
- 3.1.4 External Borrowers with a valid Library membership card.

3.2 General Borrowing Terms

- 3.2.1 By borrowing items/equipment from the Library, you are taken to accept the contents of this Policy. All items/equipment belong to the University.
- 3.2.2 You are not permitted to borrow items on behalf of someone else, or to loan or sub-hire items to any other person.
- 3.2.3 When you borrow from The Library you agree you are fully responsible for any and all damage to the items on your library account and costs associated with them.
- 3.2.4 If you no longer require the use of library items they must be returned to the Library, thereby releasing them for other borrowers.
- 3.2.5 No reservations of equipment will be taken over the phone/email/chat.
- 3.2.6 None of the items or equipment must be used for any unlawful purpose or in any way that breaches any University of Salford guidelines, policies and regulations or that brings the University into disrepute.
- 3.2.7 If you are a student, you are not permitted to use items or equipment for profit or private use
- 3.2.8 You must take care to prevent loss or damage to library items and **under no circumstances are any items or equipment to be left unattended unless they have been properly secured and stored.**

3.3 Terms of the Loan – Books/CDs/DVDs other materials

- 3.3.1 The loan period is for 1 week from the point of issue.
- 3.3.2 A valid ID or membership card is required to borrow items via the self-service kiosks in the Library. Lost or stolen ID or membership cards must be reported to the Library as soon as possible via the enquiry desk (during opening hours) or email. You are responsible for all items borrowed on their ID or membership card before the loss or theft is reported.

- 3.3.3 Items will automatically renew for up to 48 weeks unless reserved by another library user.
- 3.3.4 You are fully responsible for the items and must return them at the agreed time.
- 3.3.5 It is your responsibility to check your library account for return dates including items which may be recalled for use by another library user.
- 3.3.6 Items returned late will generate fines and you will be prevented from borrowing further items until fines have been paid or resolved. **Appendix 1** under ~~paragraph 3.16.~~
- 3.3.7 Limits on the number of books/DVDs/CDs that may be borrowed by library users at any time are in **Appendix 4.**

3.4 Terms of the Loan – Portable devices

- 3.4.1 Portable devices are only available to loan for students with a valid ID card.
- 3.4.2 **Loan Periods**
 - **24 Hour*** - Laptops are available for loan for a period of 24 hours from the point of issue from the self-service lapsafe lockers at Clifford Whitworth Library, Allerton Learning Space, University House and Chapman building.
 - **1 week loan*** – Laptops and Macbooks are available for loan for a period of 1 week from the point of issue from self-service lapsafe lockers at Clifford Whitworth Library, Lady Hale Collaboration Space and Media City Library.
 - **4-week loan*** – Laptops are available for loan for a period of 4 weeks from Clifford Whitworth enquiry desk.

*** If borrowed on a Friday from any location the loan period will extend until Monday as return of all items is not possible at every location over a weekend.**
- 3.4.3 The maximum loan period for a device is 12 weeks at which point the device must be returned.
- 3.4.4 You must present your ID card to the self-service lockers to borrow a device.
- 3.4.5 Portable devices that are loaned via the lapsafe self-service lockers will display an on-screen disclaimer to which you must agree prior to the device being made available.
- 3.4.6 Portable devices that are loaned from the enquiry desk must have a form completed by you and library staff prior to the device being made available.
- 3.4.7 At the point of collection from a lapsafe locker or enquiry desk you must check the condition of the device.
- 3.4.8 If the device offered for borrowing is damaged this must be reported to the Library immediately via enquiry desk (during opening hours) or by email. You must neither borrow another device until the damaged device has been reported nor attempt to fix the damage.
- 3.4.9 Once the device has been loaned and checked, you are responsible for any costs to repair damage or to replace the device.
- 3.4.10 You must report to the Library as soon as possible (during opening hours) or by email any faults that are discovered or damage that occurs, while the device is on loan to you.
- 3.4.11 You must neither fix nor attempt to fix any damage or faults to devices nor allow anyone else to do so on your behalf.
- 3.4.12 Devices are charged in the lapsafe lockers, however, chargers for associated devices are available to loan from the enquiry desks at Clifford Whitworth Library, Allerton Learning Space and Media City Library. Chargers will be issued as a separate loan

item to your account and it is your responsibility to return the charger to the drop boxes or enquiry desk.

- 3.4.13 Devices must not be altered or defaced. Software that is already installed on devices must not be removed and the installation of any other software is prohibited.

3.5 Returning Books/CDs/DVDs other items

- 3.5.1 You are responsible for ensuring items are returned in the same condition in which they were borrowed.
- 3.5.2 Items must be returned on or before the return date. You are responsible for checking the return date on your Library account.
- 3.5.3 Items can be returned at Clifford Whitworth Library, Media City Library and other book drop locations across campus.
- 3.5.4 When returning items using a self-service kiosk in the Library, it is your responsibility to ensure the item has been removed from their account at the time of return.
- 3.5.5 When returning items via a book drop bin this is done at the risk to the user. It is advised a photograph of the items is taken next to the book drop bin with a date/time stamp in case evidence is required if the item is lost in transit.
- 3.5.6 Failure to comply with the loan conditions of this policy will result in fines, possible borrowing blocks (bans) and you could incur replacement cost charges.

3.6 Returning Portable Devices and Chargers

- 3.6.1 You are responsible for returning devices and chargers in the same condition in which they were borrowed. Any damaged items that are returned could result in a full replacement cost or repair cost. **See Appendix 3.**
- 3.6.2 Each device (with charger) must be returned, by the end of the loan period, to the lapsafe locker from which it was borrowed or, if borrowed from the enquiry desk, returned there.
- 3.6.3 Devices being returned to a lapsafe locker must be plugged in to remove the device from your library account. You remain responsible for the device until it is placed in the locker, plugged in and the locker door is closed. Failure to plug the device into the locker may result in a borrowing block. **See Appendix 2**
- 3.6.4 Any damaged items must be returned to the enquiry desk where they will initially be assessed by Library staff.

3.7 Theft of Library items or portable devices

- 3.7.1 In the event of theft of loan items or devices, you must immediately report the matter to the police to obtain a crime number.
- 3.7.2 You must also inform the Library at the earliest opportunity providing them a crime reference number.
- 3.7.3 Consideration will be given to the security measures that were in place to protect the items or device. Where there is reason to suspect that insufficient precautions were taken, or that you have not followed the policy, penalties may be applied. **See Section Appendix 3.**

3.8 Procedure for extended loan periods – exceptional circumstances

- 3.8.1 If there are exceptional circumstances which support the extension of a loan past the return date of an item or device you should contact the Library at the earliest opportunity to discuss this. It is at the discretion on the Library when items or device loans will be extended past their return date.

- 3.8.2 If an extension is agreed, a new return date will be set by Library staff and the item or device must be returned by this date or fines or replacement costs may be incurred.
- 3.8.3 A portable device cannot be borrowed for longer than 12 weeks.

3.9 Penalties for loss, theft, damage or late return of items or portable devices

- 3.9.1 The Library penalty system exists to encourage professional practice, to ensure that items and devices continues to be of useable quality and to ensure fair access to items and devices by all library borrowers. Even with a good stock of items and devices, there is also a high demand. Late returns and carelessness disadvantages other users.
- 3.9.2 The University's Student Misconduct Procedure or Staff Disciplinary Procedure may be invoked against students and staff respectively where their negligent, careless or reckless behaviour causes loss and or damage to loaned items and devices or impacts other borrowers with repeated late returns.

3.10 Late Returns – General

- 3.10.1 It is your responsibility to check your library account for item return dates.
- 3.10.2 The Library will contact you with overdue items by the way of system reminder email, phone calls and text before referring to an external debt recovery company.
- 3.10.3 Any outstanding fines or invoices can be viewed on your library account. These can be paid online which is the preferred payment method. Payment difficulties may be discussed with Customer Services Team Leader.
- 3.10.4 Where a fine to cover replacement items has been added to your account, items can still be returned without incurring that fine only if our purchase of the replacement item has not been processed and can still be cancelled.

3.11 Late Returns – Books/CDs/DVDs

- 3.11.1 Items returned late will incur a fine each day from the return date up to and including the date on which the item is actually returned.
- 3.11.2 A borrowing block will be placed on the users account until the fine or invoice has been paid.
- 3.11.3 **At 7 weeks overdue** – a charge to cover the cost of replacing the unreturned item will be added to your account and an invoice emailed from the library system. A borrowing block will also be placed on your account. The unreturned item will be shown as missing on the library system to stop other library users requesting the item. **See Appendix 3.**
- 3.11.4 **At 14 weeks overdue** - if cumulative fines/charges are £50 or more then the debt will be referred to a debt recovery company. If cumulative fines/charges are under £50, the fine to cover replacing the unreturned item will remain on your library account.

3.12 Late Returns/Failures to plug in – Portable Devices

- 3.12.1 Repeated late returns or failures to plug in devices on returning them will result in borrowing blocks. **See Appendix 2.**
- 3.12.2 **In addition to a borrowing ban on portable devices, at one week overdue** a charge for the replacement cost will be added to your account and an invoice emailed from the library system. **See Appendix 2.**
- 3.12.3 Further late returns/failure to plug in will result in a longer borrowing block and a potential complete ban on borrowing at the Library's discretion.
- 3.12.4 Devices which are overdue by more than 4 weeks may be referred to an external debt recovery company.

- 3.12.5 Borrowing blocks will be removed only if the debt has been settled or appealed and removed.
- 3.12.6 We have no responsibility if a borrowing block causes you problems with completing assessments, course work, research, teaching or with participating in practical classes.

3.13 Debt Recovery Company

- 3.13.1 Where we refer your debt to an external debt recovery company, an additional administration charge of 10% of the debt will be added to cover the cost. If you are a student, and if the debt recovery company is unsuccessful in collecting the debt, a hold will be placed on your account meaning you will be unable to attend a graduation ceremony until all debts have been settled.
- 3.13.2 If an item or device which has been referred to a debt recovery company is returned prior to a replacement being purchased, the debt will be cancelled, however, the 10% administration fee will still have to be paid by you.

3.14 Loss or Damage of items or portable devices

- 3.14.1 Lost or damaged items may be charged at full replacement or repair cost. For replacement costs **see Appendix 3**. Repair will be assessed on a case-by-case basis and applied to your account. Please notify staff in the Library immediately in the event of loss **or** damage. Equipment must be checked immediately on collection. You are liable for missing items or damaged equipment once the equipment is in your care.
- 3.14.2 Repairs will initially be assessed by Digital IT technicians and if required they will be sent to the supplier for a repair quote which will incur a request for quote charge.
- 3.14.3 Repairs are only able to be carried out by the approved supplier of the portable device.

3.15 Fines/Invoices Appeals Procedures

- 3.15.1 If you wish to appeal a fine or invoice you must contact library@salford.ac.uk detailing the information below. We aim to review your appeal within 5 working days (Mon-Fri exc. public holiday):
- Name
 - University email address
 - Phone Number
 - Course
 - Items on account
 - Return date
 - Reason for appeal
- 3.15.2 If appeal is accepted the fine/invoice and borrowing ban will be removed from the users account.
- 3.15.3 If appeal is rejected and the borrower accepts the charge, then payment must be made as outlined in 3.10.3.
- 3.15.4 If appeal is rejected and you do not agree, you can submit a final appeal to be considered by the Appeals panel. The panel shall consist of a member of Library support staff, a Customer Services Team Leader and a Library Manager. The panel's decision will be final.

2.0 Can this Policy be changed?

We may review and update this Policy from time to time and each update will take effect for all bookings from the date it is issued. Each updated Policy will be published on our relevant web page without notice being given to you and you should check for any new version each time you book equipment.

3.0 Does this policy apply if portable devices are borrowed from other Equipment Stores at the University?

No - other Equipment Stores may have their own Policies and you should check with relevant staff before you borrow any portable devices.

4.0 Does the borrowing of equipment constitute a regulated consumer hire agreement?

No there is no regulated consumer hire agreement under consumer credit legislation –in all cases each booking of equipment lasts no longer than 3 months and no fee is charged.

5.0 Related Documentation

- Student Misconduct Policy
- Staff Disciplinary Policy
- ICT Acceptable Use Policy

6.0 Appendices

6.1 Appendix 1 – Fine/Invoice System – Books/CDs/DVDs

6.2 Appendix 2 - Fine/Invoice System – Portable Devices

6.3 Appendix 3 – Costs for replacing items

6.4 Appendix 4 – Maximum number of items on loan

6.5 Appendix 5 – Portable Devices Loan Lengths and Locations

Appendix 1: Fine/Invoice System – Books/CDs/DVDs

Fines will be charged on each item that goes past its return date at a rate of 00.50 pence a day up to and including the day on which that item is returned.

When an item is 7 weeks overdue a charge will be added to your library account to cover the cost that the Library will incur in replacing the item or obtaining a suitable alternative (see 'replacement cost' in **Appendix 3** below).

If the item is returned prior to being 14 weeks overdue the replacement cost will be removed from your account.

If the item is returned after it is more than 14 weeks overdue and the replacement item has not yet been purchased, and at the time of return the debt has already been referred to a debt recovery company, the fine will be removed from the user's account*, but the 10% administration charge must still be paid.

The replacement cost of books/DVDs/CDs is determined by the preferred University supplier. The cost includes processing the item to be ready for loan.

Appendix 2: Portable Devices – borrowing blocks and invoices

If a borrower repeatedly fails to plug in the device when returning or repeatedly returns devices late a borrowing block will be placed on their account.

3 x late returns or 3 x failures to plug in	1 week borrowing block for portable devices
More than 3 x late returns or 3 x failures to plug in	12 week borrowing block for portable devices

For repeated late returns/failure to plug in, a complete ban on borrowing portable devices is at the Library's discretion.

When an item is over 7 days overdue an invoice for the replacement cost will be added to the users account.

If device is stolen because you had left it unattended without taking adequate security precautions, the duration of any ban is at our discretion, but may be permanent.

The replacement cost of a portable device or charger is determined by the preferred University supplier. The cost includes processing the item to be ready for loan.

Appendix 3

By way of guideline, these are the replacement costs for equipment as of August 2021– for the latest replacement costs please see the Library website.

HP Laptop	£850
HP Laptop Charger	£30
Acer Laptop	£1186.80
Acer Charger	£41.94
Macbook	£1714.41
Macbook Charger	£83.61

Books	Individually priced by University supplier to have them shelf ready
DVDs	Individually priced by University supplier to have them shelf ready
CDs	Individually priced by University supplier to have them shelf ready

Appendix 4 – Loan amounts

Books/DVDs/CDs maximum at any time

Undergraduate Student	25
Postgraduate Student	35
Staff Member	35
Alumni	4
External Borrower	4

Portable Devices and other equipment

Only 1 portable device and charger can be issued to a user's account at any time.

Only 1 item of any other equipment can be issued to a user's account at any time (e.g. drawing boards, headphones, locker keys)

Appendix 5 – Portable Devices Loan Lengths and Locations

Location	Locker ID (Letter)	Number of Devices	Device Types	Loan Length
Clifford Whitworth (Ground Near PC Suite)	A	72	HP Laptop	24 hour
Clifford Whitworth (Ground Near PC Suite)	B	48	HP Laptop	24 hour
Allerton Learning Space	C	60	HP Laptop	24 hour
Chapman 1 st floor	D	36	HP Laptop	24 hour
University House	E	36	HP Laptop	24 hour
Clifford Whitworth (Ground Near Entrance)	F	36	HP Laptop	24 hour
MCUK	G	24	Acer Laptop	1 Week
		12	& Macbook	
Clifford Whitworth (1 st floor Near PC Suite)	H	48	Acer Laptop	1 Week
		48	& Macbook	
Lady Hale (1 st Floor)	J	48	Acer Laptop	1 Week

		36	& Macbook	
Clifford Whitworth (Enquiry Desk)	N/A	212	HP Laptop	4 Weeks