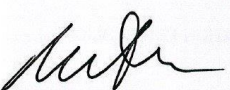




Mildura Rural City Council

Library Service – Fees & Charges Policy

Policy – Branch Specific OP047

Prepared	Reviewed	Approved	Date
Library Service Coordinator	Manager Leisure & Cultural Services		
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CEO Signature: 			10 October 2022

1. The purpose of this policy is:

To assist Library Service staff in the enforcement and collection of charges for lost books/materials and fees for non-core Library Services as determined and set by the Mildura Rural City Council.

2. Policy Statement

To receive state government funding, the Library Service must provide core services free of charge.

Lost and damaged items will incur a replacement cost and a processing fee. The Library Service will provide non-core services, some of which will incur a fee to offset the cost of provision of these services.

Fees and charges will be set at the beginning of each financial year as part of the budgeting process.

The policy applies to all users of the Mildura Rural City Council Library Service, both members and non-members, as appropriate and relevant to the service supplied.

3. Principles

Charges for Lost and Damaged Items

When joining as a member of the Mildura Rural City Council Library Service customers make application to borrow items, subject to the regulations of the Mildura Rural City Council Library Service and undertake to “pay any charges incurred for lost or damaged items”. This is acknowledged when the membership card is signed by the customer or guardian. This statement reads “*I agree to accept responsibility for materials borrowed, and abide by all conditions of use*”.

The purchase price of any item is registered on the Library Management System database and is calculated together with the processing fee, as set by Council's Fees & Charges, when any item is listed as lost or damaged.

The Library Service requires the customer to return all damaged items to be assessed.

The Library Service may accept a new unused copy of the item as a replacement, however the processing fee will still be incurred. The Library Service reserves the right to not accept a replacement copy that does not satisfactorily match the item that was lost or damaged.

If a lost item is located and returned after it has been paid for, the cost of the item will be refunded, minus the processing fee.

Charges exceeding \$15.00 will restrict borrowing and Internet privileges until the charge is under \$15.00, any exceptions are to be determined by the Library Service Coordinator, or if unavailable, the senior staff member on duty.

Meeting Room Hire

A fee will be incurred for hiring of Library Service Meeting Rooms. Organisations that will be exempt from the fee include Mildura Rural City Council departments, Mildura Waves and non-profit community groups. Other Community programs will be considered on a case by case basis on written application to the Library Service Coordinator.

All hirers of Council owned and controlled facilities must have public liability insurance that covers their duty of care for all persons who will be involved in the activities they plan to hold at the hired venue.

Non-core services which may incur a charge include:

- Purchase of computer accessories for personal use;
- Inter-library loans;
- Photocopying/ printer copies;
- Facsimile transmissions;
- Children's and adult special programs;
- Book Club membership;
- Book covering and preservation;
- 24/7 access card
- Library promotional material
- Purchase of library bags; and
- Library Card – replacement.

4. Who is responsible for implementing this policy?

The Library Service Coordinator is responsible for implementing this policy.

5. Definitions

NIL

6. Legislation and other references

6.1 Legislation

:
NIL

6.2 Documents

This Policy is implemented in conjunction with the following documents:

Mildura Rural City Council Annual Budget.

6.3 Risk Assessment Reference

Risk Category		Risk Category	
Asset Management	✓	Financial Sustainability	✓
Committees		Human Resource Management	
Compliance – Legal & Regulatory		Leadership & Organisational Culture	
Contract Management		Occupational Health & Safety	
Contract Tendering & Procurement		Organisational Risk Management	
Corporate Governance		Project Management	
Environmental Sustainability		Public Image and Reputation	