Library loan periods and fines review 2015

Important changes to Library fines and loan periods

Following extensive consultation with the FXU Students’ Union and the Student Guild at the University of Exeter, students, staff and academics, we are pleased to announce there will be significant improvements to the library loan period and fines policy for library materials. These changes will be in place for the new academic year in September 2015.

Why have we made these changes?

- We listened to feedback from students, that library fines are a constant source of anxiety and stress
- A growing awareness of discussions about fines seen as hidden costs in a 9k environment
- Fines policy changes already being implemented in other HE academic libraries, is it fair to charge a fine for an overdue item that is not requested by anyone else?
- A need to harmonise the services at Falmouth, Penryn and Exeter with a simplified loans model which encourages responsible borrowing and stock circulation for all library users, and will be consistent and less confusing for both students and staff
- Equality of sanctions for all users to ensure equal access to items, those which are in High Demand, or have been requested by another user
- To improve user satisfaction and remove any barriers to taking full advantage of the library resources throughout the student journey.

What will this mean for you?

**Fines** will **only** be charged on the following:

- Overdue books or other items that have been requested by another user
- Overdue High Demand books, DVDs/Videos/Vinyls.

Fines are 50p per day, per item, up to a maximum of £5 per item for overdue recalled items and overdue High Demand Loans (HDL).

**Loans and renewals**

The consultation has shown that most people prefer to have a longer loan period and in response the library has extended the standard loan period for both students and staff. The 7 day loan period will only come into effect if an item is
recalled, to ensure that the request can be satisfied within a reasonable time frame. The new standard loan period applies to the majority of stock, with the exception of High demand collections.

**Standard Loan (SL)**

For Undergraduates, Taught Postgraduates and External Borrowers, the standard loan (SL) period has been extended to 6 weeks, subject to recall if requested by another user. Items can still be renewed up to 10 times, unless recalled, after which time they will need to be returned to the library and re-issued. As before, if a SL is requested you will receive notification asking you to return the item within 7 days, or by the due date if that is sooner. You will always be allowed to retain the item for at least 7 days from when it was borrowed. If you still need a recalled book, you can request it again once you have returned it.

For Research Postgraduates and Staff, the standard loan period has been extended to 365 days, subject to recall if requested by another user. At the end of this 365 days loan period, you will need to return your items. You can re-issue any items that are still needed, provided they have not been requested.

**High Demand loan (HDL) for all full time students and staff**

This policy will apply to all HDL books, Videos/DVDs and Vinyls

- 2 day loan up to midnight of the second day, (weekends not counted)
- Can be renewed once
- Can be requested
- Will be subject to fines if overdue at 50p per day, capped at £5.

Part-time Taught Postgraduates will have a 7 day loan period on High Demand Loans to take account of their limited time on campus.

<table>
<thead>
<tr>
<th></th>
<th>Standard Loan SL</th>
<th>Recalled SL</th>
<th>Renewals on SL</th>
<th>Fines on SL recalls</th>
<th>High Demand Loan HDL</th>
<th>Renewals on HDL</th>
<th>Fines on HDL</th>
<th>Fines cap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time UG &amp; Taught PG</td>
<td>6 weeks</td>
<td>7 days</td>
<td>10 times</td>
<td>50p per day per item</td>
<td>2 days</td>
<td>One renewal</td>
<td>50p per day per item</td>
<td>£5 per item</td>
</tr>
<tr>
<td>Part-time Taught PG</td>
<td>6 weeks</td>
<td>7 days</td>
<td>10 times</td>
<td>50p per day per item</td>
<td>7 days</td>
<td>One renewal</td>
<td>50p per day per item</td>
<td>£5 per item</td>
</tr>
<tr>
<td>Staff &amp; PGR</td>
<td>365 days</td>
<td>7 days</td>
<td>Return &amp; re-issue</td>
<td>50p per day</td>
<td>2 days</td>
<td>One renewal</td>
<td>50p per day per item</td>
<td>£5 per item</td>
</tr>
<tr>
<td>External Borrower</td>
<td>6 weeks</td>
<td>7 days</td>
<td>10 times</td>
<td>50p per day per item</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>£5 per item</td>
</tr>
</tbody>
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Long overdue items

Following regular notifications over a period of 6 weeks, replacement charges will be added to library accounts on all outstanding items which have not been renewed.

Over the next few weeks the library staff will make the changes needed to implement the new service and this should go live on 1st August, 2015. We recognised that it would be unfair for existing students to be charged for any outstanding overdues, so all previous charges will be cleared from their account. This will not apply to any replacement costs or Inter Library Loan renewal charges, which will still need to be paid. In this way everyone will start with a clean slate.

If there are any issues during this transition period please do not hesitate to contact the Library as there may be a few teething problems which we would hope to resolve by the start of term.

For all updates and any further information about our loan periods, please visit our website http://library.fxplus.ac.uk or contact library@fxplus.ac.uk

Thank you