

## Lending Rules

### General

- The Library is open to everyone and all may consult materials in the library, or consult with library staff for assistance in using the collections or services. Registered borrowers may borrow materials for specified loan periods.
- Borrowing rules exist to ensure maximum accessibility and sharing of library collections by all who need them. This includes the designation of specific loan periods, the restriction on circulation of certain library materials, the definition of borrower privileges.
- Information about the activities of borrowers, including materials used, is not released to any person, institution or agency, except where required by law.

### Borrowers

There are two categories of borrowers: Internal and Community.

- *Internal* borrowers include all faculty, staff and students of Medicine Hat College.
- *Community* borrowers include alumni, MHC contract staff and members of the public. *Community* borrowers, due to licensing agreements, do not have remote access to electronic resources. *Community* borrowers may not borrow multimedia equipment.
  - A valid library card must be presented in order to borrow and renew library materials.
  - Borrowers are responsible for all materials signed out to their cards.
  - Borrowers are responsible for reporting lost or stolen cards immediately to the Library service desk. A replacement fee may be charged.

### Loan Periods

Loan periods for library materials are established to provide reasonable access to all members of the MHC community.

- Circulating books and Curriculum materials may be borrowed for 4 weeks.
- Items from the AV and Periodical collections may be borrowed for 1 week.
- Reserve items/library equipment may be borrowed for periods ranging from 2 hours to 1 week, as determined by each reserve unit.
- Reference items do not circulate.

Renewals – Circulating books, Curriculum materials, AV items and periodicals may be renewed to a maximum of two renewals, if they have not been recalled by another borrower. Items on loan can be renewed in person, by telephone or online.

Loan limit – *Internal* borrowers have a limit of 30 items at any given time; *Community* borrowers have a limit of 10 items.

## Penalties

Penalties, including the levying of fines, the assessment of charges for the replacement of library materials, and/or the suspension of library privileges may be applied for the failure to adhere to this lending guideline.

- The library sends email notices about overdue items, recalls, fines and lost charges. Communication with staff and students is through college email. Community borrowers are responsible for ensuring a current email address is on file.
- Fine rates:

Circulating Books	\$1 per day	Maximum of \$15
Curriculum materials	\$1 per day	Maximum of \$15
AV items	\$1 per day	Maximum of \$15
Periodicals	\$1 per day	Maximum of \$15
Reserve items	\$1 per hour	Maximum of \$10
Library equipment	\$10 per day, or portion of	Maximum of \$50
ILLO materials	\$1 per day	
Laptops/iPads	\$20 per day, or portion of	Maximum of \$200

- Borrowers are responsible for returning all materials on time and in good condition.
- Fines are charged as soon as items are overdue.
- The College charges a \$25 fee for NSF cheques.
- Fine payments are non-refundable.
- Borrowing privileges are suspended for the following reasons:
  - Owing fines or charges of \$25 and over
  - Failing to return an overdue item recalled by another borrower
  - Misuse/abuse of library equipment, items or services.
- Lost and damaged materials
  - Lost or damaged materials must be reported to the Library Service Desk.
  - Items are assumed lost after being overdue for 28 days.
  - Charges for the item replacement cost, a \$10 processing fee, and any overdue fines owing will be applied to the borrowers account.
  - Lost Interlibrary Loan (ILLO) materials will be billed at \$150; any overdue fines owing will be applied to the borrowers account.
  - Replacement charges will be refunded if a lost item is returned within one year, excluding ILLO materials. Other charges will not be refunded.

## Additional penalties

- Borrowers with charges of \$25 will be blocked (“encumbered”) from registering and/or have graduation parchments and transcripts withheld, as per the College calendar. Encumbrances will be lifted, within one business day, of charges being paid.

## Appeals

- Inquiries regarding a fine and/or charge should be directed to the Library Service Desk.
- Borrowers, who feel a fine and/or charge was applied unfairly, have a right to appeal.
- Fines Appeal Form is available online or in paper from the Library service desk.
- Reasons why fines will not be appealed include, but are not limited to:
  - Lack of awareness/knowledge of lending guidelines
  - Failing to note due dates
  - Failing to renew on time
  - Failing to receive courtesy and overdue
  - Failure to return materials because borrower was out of city/country