

Operational Policy

Library & Learning Centre – Fines and Charges

1. Policy Statement	SAE Institute Pty Ltd trading as SAE will impose fines and charges for resources borrowed from the Library & Learning Centre which are lost or damaged.
2. Purpose	To detail the fines and charges applicable to borrowers for lost or damaged Library & Learning Centre resources.
3. Scope	This policy applies to all borrowers of the Library & Learning Centre.
4. Associated Policies and Procedures	This policy should be read in conjunction with the following policies and procedures: <ul style="list-style-type: none"> Library & Learning Centre - Conditions of Use
5. Associated Documents	This policy should be read in conjunction with the following documentation: <ul style="list-style-type: none"> Student Handbook
6. Policy	<p>6.1 Introduction</p> <p>Borrowing of Library & Learning Centre items implies an agreement by the borrower to return items in a good condition by the due date. All borrowers are liable for fines and charges on lost or damaged items.</p> <p>The Library & Learning Centre realises that occasionally it may be difficult to return items on time and therefore allows clients to renew items in person at the Library & Learning Centre, via their Library account, online via chat or email, or by phone.</p> <p>6.2 Borrowing Privileges</p> <p>Borrowing rights are suspended while items are overdue, reported lost or damaged and fines and charges remain outstanding on these items. Once items are returned, repaired, or replaced and all outstanding fines and charges are paid, client's borrowing privileges are restored.</p> <p>6.3 Fines and Charges</p> <p>Items are considered "Lost" if they are not returned by 21 days after the due date.</p> <p>Charges for lost or damaged items apply to all borrowers. The amount charged is:</p> <ul style="list-style-type: none"> Repair or replacement cost; Plus a \$40 fine. <p>6.4 Fines and Charges Information</p> <p>Details of fines and charges applied for lost or damaged material are available on the Library website and in the Student Handbook.</p> <p>Queries relating to the imposition of fines and charges should be directed to campus LLC staff.</p> <p>6.5 Notices</p> <p>To assist clients in keeping track of borrowed items, the following notices are issued via email:</p> <ul style="list-style-type: none"> - At the time of borrowing, a notice detailing what has been borrowed and when it is due; - A reminder notice two days before an item is due; - A reminder notice on the day an item is due;



- A notice that an item has auto-renewed – if applicable under policy;
- An overdue notice the day after an item was due;
- An overdue notice 7 days after an item was due;
- A overdue notice 14 days after an item was due;
- A receipt at the time of returning items for the items returned;
- A bill for the cost of replacing the item (including a \$40 fine) 21 days after the item was due.

6.6 Replacement Cost of Items

The bill for the replacement cost will be the cost of the item plus a \$40 fine.

An itemised account will be prepared for the replacement of items.

If the item, which has been billed, is subsequently returned within a reasonable period of time, the Library & Learning Centre will withdraw the charge for the replacement cost and charge the \$40 fine only.

6.7 Payment

Payments should be made to Student Services staff via EFTPOS or Credit Card.

6.8 Penalties

Students with debt may have studio time and access to other Institutional resources restricted. If fines and charges remain outstanding following course completion, exam results, certificates and other awards will not be issued.

6.9 Debt Collection

Active borrowers are sent a statement of charges through Financial Services.

Borrowers whose enrolment has expired or employment with SAE has ceased, and have outstanding debts, may be referred via Financial Services to SAE's nominated debt collecting agency.

6.10 Claims and Appeals

Initial claim

Where borrowers are able to provide evidence of illness or extenuating circumstances that prevent them from returning resources by the due date, they should consult with their Campus Librarian.

Appeal

If borrowers are not satisfied with the outcome of the initial claim, they may submit a written appeal to the manager of the LLC, stating their situation and reasons for their request. Student number, if applicable, and contact details must be included in the application.

Version	Date	Approval
130207	7 th February 2013	J. Anthonysz, CEO & Managing Director
151218	18 th December 2015	L. Aitken, CEO
200206	6 th February 2020	Matthew Evans, General Manager – SAE Australasia

