

Intention

It is important to the South Australian Public Library Network that all eligible customers are able to access our Services. Accordingly, we have devised a Fair Use Policy (available at <http://www.libraries.sa.gov.au/justone>) to provide guidelines to library customers that continue to enable reasonable, fair, and equitable access to a free public asset.

Included in the Fair Use policy is the requirement to follow the local rules of the library you borrow from or visit and to return or renew items borrowed from that library according to the loan timeframes specified. This is to encourage you to return borrowed items on time so other customers can also borrow the item. Some libraries have additional local rules which may include Overdue Fines or Notice Fees. Please ensure that you check the local rules when borrowing an item.

What this means for you

The checkout receipt received at the time of borrowing is considered your first notification of the due dates on the items borrowed.

If you do not return a borrowed item by the due date and you have not completed a renewal process, you may be subject to:

- Overdue Fines or Notice Fees (charged by the library you borrowed the item from)
- Replacement costs for the item if it is still overdue after 28 days from the due date (charged by the library owning the item. Note this library may not be the same as the library you borrowed the item from). A Notice Fee may still be charged if the library you borrowed the item from owns the item

Want to receive a courtesy reminder message for a borrowed item?

If you provide your library with your email address and mobile phone number, you will receive at least one electronic courtesy reminder message that the item is approaching or has reached its due date. Reminders sent before the item is overdue are not subject to notice fees.

Items overdue between 1-28 days

Overdue notices may be sent via email or post if the library you borrowed the item from charges a Notice Fee and/or imposes a fine. Libraries that don't charge notice fees or fines will (as a minimum) email or SMS a further courtesy reminder during this time period before billing you for replacement costs if the item is not returned.

Items overdue longer than 28 days

If the item has not been returned 28 days after the due date, a final overdue notice will be sent with an invoice for the cost of the item. This notice may also include a Notice Fee which will still be payable when the item is returned.

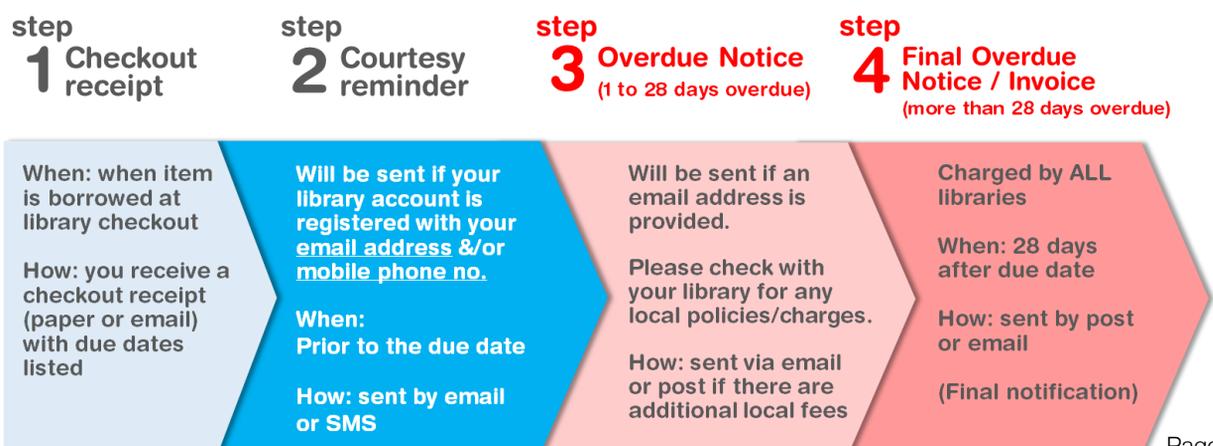
Alternative solutions may include the library accepting a replacement for the item, however you will need to discuss this with the library indicated on your final overdue notice/invoice.

Account block where \$30 or more is owed

If you owe \$30 or more in total across the SA Public Library Network you will be blocked from borrowing any items from any SA public library until you have paid or negotiated an alternative resolution with the library(s) owed the debt.

The customer notification process is summarised by the diagram below. See further information on next page.

Customer notification process



At any stage (even after the final overdue notice and invoice has been sent) you can return the item to any SA public library and the replacement cost will be removed from your record. Any overdue and notice fees incurred will remain, until paid.

If you are certain that you have already returned the item then you will need to contact the library indicated on the final notice and invoice who will check to see if it has been returned and resolve the matter accordingly.

If you have any questions about the bill you have received, please contact the library indicated on the final notice and invoice or contact your local library.

If you wish to pay the bill, please follow the instructions accompanying the final notice and invoice.

Payment options vary depending on the library. These include cash, cheque, credit card and debit card, however it is recommended that you use the online **PayPal payment gateway** option if this is available.

The advantages of the **PayPal payment gateway** are:

- once you have paid, your record will be automatically updated and if you have been blocked from borrowing you will be able to borrow again
- you do not need to have a PayPal account. It's a very flexible payment service which allows you to pay via your VISA, MasterCard, AMEX card or via your PayPal account if you have one
- you can pay online via your library catalogue without needing to involve a library staff member as long as you have your library X0 number (displayed on your card) and your library PIN or password
- if you have fines from multiple libraries (provided they each have set up a PayPal payment gateway) you will see all library fines/charges you owe by each library

Ask your library for instructions to use the PayPal payment gateway, or access them at www.libraries.sa.gov.au/paypal

Information about the One Card Network

What is the One Card Network?

The SA Public Library Network established its 'One Card' Network in 2012 and all public libraries in South Australia now use the shared system to provide the South Australian community with access to the entire borrowable holdings of the State.

The One Card Network is a single platform driving the success of the South Australian Public Library Network into the future. It provides customers and staff with convenient access to a greatly expanded range of materials via an integrated online catalogue, enhancing the customer service experience and promoting future innovation in public library service delivery to better meet the changing needs of the community.

Libraries participating in the One Card Network acknowledge their responsibility to work cooperatively within the Network to deliver the intended benefits to the South Australian community. It is expected that all participating libraries will follow the Fair Use Policy (available at <http://www.libraries.sa.gov.au/justone>) and adhere to Network procedures.

Why Fair Use?

The ALIA Statement on Public Libraries states “Freedom of access to public library and information services is essential. A public library services its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure” (refer <https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-public-library-services>)

To ensure fair and equitable access to our resources and services for all library users, we need to have some basic rules about library membership and borrowing. These rules are set out in the Fair Use Policy for Library Customers document. As a customer of the One Card Network you are agreeing to abide by this policy.