

TAFE NSW Hunter Institute Libraries
Student Discipline (Library Resource Materials) Policy

Library charges for overdue loans

Your questions answered

- DO NOT ignore the "Final Notice" letter.
- You MUST return the borrowed items OR contact the Library if there is any error or problem.
- Charges will apply when a Breach of Discipline notice is sent out.
- You will be charged \$10 per item.
- In addition, failure to return items and/or pay fines will result in your exam results being withheld.

When will charges apply?

- Charges will apply when a Breach of Discipline notice is sent out. The Breach of Discipline notice is sent to you when the item is 24 days overdue.
- You receive an Overdue notice, and a Final Notice. If these are ignored, the Breach of Discipline notice will be issued and you will be charged.
- Remember it is your responsibility to inform the Library and Student Records of your current address at all times.

What if I receive an overdue notice for an item I have already returned?

If you think a notice has been sent in error, it is vital that you contact the library immediately, to avoid incurring a charge.

How much will I be expected to pay?

- You will need to pay \$10 for each item overdue.
- The notice will also list replacement costs of overdue items. IF the items are returned replacement costs will not apply.

Are there any other penalties for late items?

- Besides the \$10 charge per late item, your results will be withheld until the item is returned and the payment is made.
- In addition, your borrowing privileges will be suspended across all TAFE NSW libraries until the penalty is settled and the item is returned, replaced or paid for.

How do I pay the penalty fee?

- Come to the library first and complete a "Miscellaneous Receipt Form", which you need to take to the cashier for payment.
- Check with library staff about payment details at your local campus.
- Please bring your receipt to the Library to show that you have paid, so that penalty notices can be removed from your library record.

What payment methods are there?

You may pay by EFTPOS, credit card, money order or by cheque. TAFE NSW does not accept cash payments.

Cheques and money orders are to be made payable to TAFE NSW Hunter Institute. Please note that Diners and American Express cards are not accepted.

Can I pay by mail?

- Payment may be made by mail.
- Check with library staff about payment details at your local campus.
- If you are paying by mail, please ring the library to request a Miscellaneous Receipt Form.

This Miscellaneous Receipt Form must be included with your payment. Your receipt will be sent to you.

Do I have to do anything else?

Yes, you must take or mail the receipt of payment to the library. Library staff will then clear your record, and your borrowing privileges will be reinstated.

Where can I return my loans?

During opening hours, items can be returned in the chute at the end of the library desk.

Check with your local TAFE library for the location of the after hours return chute.

What happens if the book is lost?

- You need to pay for the replacement cost of the book, or supply the library with an acceptable replacement item.
- Library staff will assist you to complete a Miscellaneous Receipt Form which you will need to take to the cashier together with your payment.
- If you haven't contacted the library to sort this out before receiving a Breach of Discipline notice, the outstanding overdue charge still applies.

Is there an opportunity to appeal?

An appeal may be lodged against the penalty imposed, or if you believe an error has been made. This needs to be done within 21 days of the Breach of Discipline letter being served. TAFE NSW - Hunter Institute students address their application for appeal to the Campus Director.

Check at your local campus for the local appeal process.

OTEN students need to address their application for their appeal to:

The Director

OTEN

51 Wentworth Road

Strathfield NSW 2135

How does the appeal process work?

You will be required to appear before a review panel where your application for appeal will be considered.

Library contact details available on our website:

www.hunter.tafensw.edu.au/library