Cairns Hospital Library & Knowledge Centre
Terms & Conditions
Borrowing & After hours access

BORROWING (Loans)

When clients register for borrowing, they agree to the following:

- I will not re-lend resources to other individuals or organisations
- I will not allow others borrow items under my name
- I accept responsibility for materials I borrow and will pay for any lost, non-returned, or damaged items
- I agree to familiarise myself with library borrowing policy and to comply with requirements
- I agree to let library staff know if any details supplied on [the registration] form change
- The LKC may contact me by email with borrowing notices and other alerts
- For staff only: the Library may treat as signed by me, any request for a document as being made under subsection 49(1) Copyright Act 1968 that bears my name and payroll number

Contact LKC to discuss concerns about loans, lost items or if experiencing difficulties returning items.

For clients with approved access, the after-hours borrowing sheet at reception must be completed.

Leaving LKC items unsecured at your work place is a risk and it is responsibility of the client (ie borrower) to keep items secure.

LKC will never disclose client loan or hold details to other clients.

Borrowing period and renewals

- Most loans are available for 3 weeks; some high demand items are 7 day loans
- Long loans are not available; but loans can be renewed or restarted
- Loans for items with holds can not be renewed and must be returned on time
- Renewals can be done directly online by registered clients – up to 2 times
- After the 2nd renewal, clients must contact the LKC and the loan will be restarted
- Clients receive the following automatic system reminders to their nominated email
  - Reminder 2 days before due date | 1st overdue reminder at 1 week | 2nd overdue reminder at 2 weeks | 3rd overdue reminder at 4 weeks
- If an item is due back and there is an existing hold, the LKC will contact clients to return it asap
- Once a client has an overdue item at 3rd notice stage, their account is automatically restricted (ie no borrowing) by the system, and their after-hours access will be cancelled (if applicable)
- If clients do not respond at 3rd notice stage and after follow up phone calls, the LKC Manager will email client or call, with amount to be invoiced and date for resolution of overdue loans
- Clients with an ongoing history of breaching these terms and conditions may be banned from further borrowing

Reserving and collecting items

- Clients can place holds on items by logging into their LKC Koha Catalogue account
- LKC staff can place holds on items on client’s behalf – call during business hours or email
- If a client is not collecting items in person, the LKC requires instruction in writing that the item will be collected by someone else (with collector’s name and details)
- The LKC team reserves the right to cancel holds if it is deemed that clients are colluding to keep items for longer periods of time, above standard loan and renewal periods

Clients should purchase copies of core study texts or contact their educational institution (ie university) library for help. The LKC is not obliged to provide resources exclusively for study purposes.
LKC AFTER HOURS ACCESS

- Your card is to be used for your access only.
- You cannot provide access to any unauthorised persons.
- You must be a registered library user to apply for AH access.
- An authorised proximity card is required to swipe in (enter) and swipe out (exit) the LKC outside of normal business hours.
- No unauthorised removal of books, journals, stationery or equipment.
- Clients borrowing items must complete the AH borrowing sheet located at the front desk.
- Internet usage is monitored at all times and inappropriate use will be reported.
- The photocopier is provided for work related purposes and printing/copying should be limited to small volumes. Usage is monitored.
  - LKC staff will contact you if you have undertaken excessive printing.
- Infringement of these conditions will result in AH access rights being withdrawn.
- If you have borrowed items at 3rd overdue notice stage, your AH access will automatically be cancelled.
- All staff AH access approvals expire after 12 months or as per temporary/contract end dates; or as per arrangements agreed with Manager LKC.
- JCU Students have access to end of current calendar year only.
- All clients must register and reapply for AH when access expires or if cancelled.

For further help – contact LKC (Mon to Fri 8.30 am – 5 pm; closed public holidays & weekends)

LKC website  http://cairns.health.qld.libguides.com  |  Email: cairns_library@health.qld.gov.au

Tel. 07 4226 6679  |  LKC Catalogue and renew loans  http://cairnshospital.intersearch.com.au