
Library Renewals and Overdue Materials Procedures

Policy Sponsor:	Director, Library & Scholarly Resources
Name of Parent Policy:	Library Renewals and Overdue Materials Policy
Policy Contact:	Associate University Librarian, Learning & Research Services
Procedure Contact:	Associate University Librarian, Learning & Research Services
Effective Date of Procedures:	April 26, 2016
Review Date:	June 2017

Purpose

To outline the procedures associated with the Library Renewals and Overdue Materials Policy.

Definitions

Library Patron:	Members of the Athabasca University (the University) community, including faculty, staff, professors emeriti, adjunct professors, tutors, students, alumni, contract staff, and community members who have a Library Patron account which allows them to borrow materials from the Library's physical collection.
Library Materials:	Items in the Library's physical collection, including, but not limited to books, audio and audiovisual materials, and maps.

Procedure

Renewals:

Patrons may renew library materials by logging in to their patron accounts from the Library Website and using the online self-serve function, or by contacting the Library Information Desk by phone or email.



The online self-serve function allows patrons to renew materials twice. Subsequent renewals may be requested by contacting the Library Information Desk (<http://library.athabascau.ca/AskAULibrary.html>).

Library Materials that have been requested by other patrons may not be renewed and must be returned to the Library.

The Library system generates a *Courtesy Notice* five (5) days before an item is due, and the notice is sent by email to the patron.

Overdue Materials:

If an overdue item is requested by another Library Patron, a *Recall Notice* will be generated and sent to the Library Patron who has the requested material.

Library Patrons can keep their patron accounts in good standing by renewing overdue materials.

When overdue materials are not renewed or returned to the Library, the Library system will generate two overdue notices. These notices are usually sent to patrons by email, but may also be sent via regular mail.

The *First Overdue Notice* is generated by the system and sent 14 days (two weeks) after the due date of the materials.

If the materials are not returned after the *First Overdue Notice* is sent, a *Second Overdue Notice* is generated by the system and sent 28 days (four weeks) after the materials became due.

The *Second Overdue Notice* informs the patron that an invoice will be issued if the materials are not renewed or returned to the University Library, or if the Library is not contacted regarding the overdue material.

If the materials remain overdue 42 days (six weeks) after the due date, a *Finance Notice for Library Materials* is generated by the system, which includes an estimate of the replacement cost of the materials plus applicable processing charges. The University Library will attempt to contact the patron once, by email or phone, to inquire about the status of the materials and/or the patron account.

If, at this point, the materials are not renewed or returned to the Library, one of the following actions will be taken:

- For students: a hold (block) is placed on the student's Banner and Library Accounts and all University services to the student are suspended until the issue is resolved.
- For all other Library Patrons a hold (block) is placed on the patron's Library account, and no materials may be borrowed until the issue is resolved.



If materials are not returned at this point, the *Finance Notice for Library Materials* is sent to the University Finance Department, which will issue an invoice to the Library Patron.

The hold or block remains in place until one of the following conditions has been met:

- The patron has contacted the Library Information Desk to request renewal of the materials.
- The materials have been returned to the University Library, or
- Payment of the invoice issued by the University Finance Department has been received or other satisfactory arrangements for replacement of the materials have been made.

If the patron fails to clear the invoice issued by Finance, the matter may be referred to the University's collection agency.

Refunds will only be processed if the material is returned and the request for a refund is received within one month from the date payment has been received.

Applicable Legislation and Regulations

N/A

Related References, Policies, Procedures and Forms

[Athabasca University Calendar](#)
[Library Renewals and Overdue Materials Policy](#)
[Core Library Services for AU Students Policy](#)

History

The General Faculties Council, April 26, 2016, Motion # 31-03 (associated policy approved)