



The purpose of UBC Library's loan regulations is to ensure maximum accessibility and sharing of library collections by all who need them. By applying for a UBC Library card, borrowers agree to familiarize themselves with and abide by these regulations.

### Library cards

A valid UBC Library card must be presented in order to borrow and renew library materials. Borrowers are responsible for all material charged out to their cards and for reporting lost or stolen cards immediately to the Circulation Desk, Koerner Library (604.822.2406) or Okanagan Library (250.807.9107). A replacement fee may be charged. Fines and charges must be paid in full before Library privileges will be issued or renewed. Library cards are not transferable and may be confiscated if misused.

### Loan periods

Borrowers are responsible for the return on time and in good condition of all items. The due date is provided for all items borrowed and is the notice of the date by which items must be returned or renewed.

**Exception:** Items which you have renewed **may be recalled before the due date** by another borrower. You will be notified of the recall by email or regular mail.

Loans of 1 day or longer are due at closing time on the due date. Two-hour loans are due on the date/time noted. Loan periods are:

<p><b>BOOKS</b> 2 WEEKS Undergraduate students, staff &amp; community borrowers. (8 weeks for staff at Okanagan) <i>Loans are subject to early recall if requested by another borrower.</i></p> <p>8 WEEKS Graduate students (2 weeks at hospital branches; 4 weeks at Education and Xwi7xwa; 8 weeks at Okanagan, for Okanagan Library books). <i>Loans are subject to early recall if requested by another borrower.</i></p> <p>TERM LOANS Faculty (4 weeks at Education and Xwi7xwa, 8 weeks at Okanagan, 2 weeks at hospital branches). <i>Loans are subject to early recall if requested by another borrower.</i></p> <p><b>COURSE RESERVE</b> 2 hours, 1 day, or 3 days as marked <i>For 2 hour loans, note due time.</i> <i>Course reserve items may be borrowed by UBC students and faculty only.</i></p>	<p><b>JOURNALS</b> LIBRARY USE ONLY All libraries except: Math Journals      1 DAY Law Library        2 DAYS Asian Library      1 WEEK</p> <p><b>INTERLIBRARY LOANS</b> 3 WEEKS or as noted</p> <p><b>LAPTOP COMPUTERS</b> Laptops are available for loan at David Lam Library, Woodward Library, Robson Square Library, IKBLC, Koerner Library. Borrowers will be required to sign the UBC Library Laptop Borrower Agreement. Fines for late return of laptops are \$20/hour to a maximum of \$200. See: <a href="http://www.library.ubc.ca/home/repoints.html">#Laptop-Lending</a></p> <p><b>VIDEOS/DVDs/FILM</b> 3 DAYS      <i>Some restrictions for community borrowers.</i> at most branches</p> <p>Other items including reference books, newspapers, and Rare Books &amp; Special Collections and University Archives materials are LIBRARY USE ONLY.</p>
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### Recalls

Borrowers can request recalls on items charged out to other borrowers. Requesting a recall prevents the borrower who has the item from renewing it. Borrowers who fail to return recalled items by the due date will incur fines and library privileges will be suspended until recalled items are returned. *Please note: recalls cannot be placed on Course Reserve items.*

### Renewals

Items on loan can be renewed in person, by telephone (604.822.2883 or 604.822.3115) or at the Okanagan Library (250.807.9107) or online, if they have not been recalled by another borrower. *Please note: Course Reserve items may **not** be renewed.*

### Extended loans & recalls

Most branches allow extended loans of up to 90 days on books that have not been borrowed within the past month. Extended loans may be recalled by another borrower. The item must be returned by the due date on the recall notice or fines will accrue and borrowing privileges will be suspended.

## Returning library materials

Return course reserve and interlibrary loans to the branch where they were borrowed. All other items – return at any UBC Library Branch.

## Fines

Fines are charged as soon as items are overdue.

Borrowing privileges will be suspended for the following reasons:

- owing fines or charges of \$50 and over
- failing to return an overdue item recalled by another borrower
- unpaid fines or charges from a previous academic year

Owing fines or charges over \$50 also results in suspension of online ordering and database services.

UBC (Policy 67) enables withholding of academic transcripts and registration, and referral of unpaid debts to a credit agency.

### Late Fees

Books, journals, videos	\$1/day up to a maximum of \$30 per item*
1 & 3 day reserve items, interlibrary loan	\$5/day to a maximum of \$30 per item*
2 hour reserve items	\$1/hour to a maximum of \$30 per item*
Laptop computers	\$20/hour to a maximum of \$200 per item**

\*plus lost charges for items more than 28 days overdue

\*\*plus lost charges for a laptop more than 10 hours overdue

## Lost or Damaged Items

An overdue reminder notice is sent when an item is 14 days overdue. If the item has not been returned or renewed within 14 days, it is assumed lost and lost charges including a \$10 processing fee are assessed. Lost charges vary according to the type of material and the branch from which it was borrowed. If the item is returned, all charges are cancelled, but the overdue fine remains.

Charges are assessed up to the full replacement value of the item returned in damaged condition.

## Payment of fines and charges

In person:	Koerner, Irving K. Barber Learning Centre, Education, Robson Square, Okanagan and all Life Sciences Libraries	(Visa, MasterCard, cheque or cash)
By telephone:	604.822.5532, Monday-Friday, 10am - 4pm	(Visa or MasterCard)
Online:	Students can pay by logging into the UBC Student Service Centre	(Visa, MasterCard or bank transfer)

## Appeal of fines and other charges

To discuss a fine or other charge, contact the staff member responsible for overdues in the branch that issued the bill.

To appeal a charge on grounds such as a documented medical problem, complete and submit an online Fines Appeal Form on the Library web site at [www.library.ubc.ca/home/forms/fines-appeal.html](http://www.library.ubc.ca/home/forms/fines-appeal.html). Paper-based Appeal Forms are also available at any check-out desk and should be submitted at the branch that issued the fine. If you are not satisfied with the outcome of your appeal, you may submit a second written appeal to the head of the branch involved.

If you are still not satisfied with the outcome, the Appeals Subcommittee of the Senate Library Committee will adjudicate and its decision will be final.

*Lack of knowledge of loan regulations, failing to note due dates, failing to renew on time, and failing to receive overdue reminder notices are not acceptable reasons for cancellation of charges.*

## Notification of overdues, recalls, fines & charges

The Library sends notices about overdue items, recalls, fines and lost charges by regular mail or email.

### Regular mail notification provides:

- overdue/ fine notice at 14 days overdue
- lost charge notice at 28 days overdue
- end-of-term notice listing all fines and charges owed
- notice that an item on loan to you has been recalled

### Email notification provides:

- overdue/ fine notice at 1 day and 14 days overdue
- lost charge notice at 28 days overdue
- end-of-term notice listing all fines and charges owed
- notice as soon as any fine or charge is incurred
- notice that an item on loan to you has been recalled
- courtesy reminder of items due in 3 days (course reserves excluded)

It is your responsibility to ensure that the Library has your current address or email address on file. Borrowing privileges will be suspended if mail is returned from the address on file.

## Suspension of Library privileges

Borrowing privileges may be suspended for the following reasons:

- failing to pay fines or maintain a current and correct address
- causing disruption in the Library through loud conversation, eating in unauthorized areas, or other inappropriate behavior

## Privacy of borrowing records

In accordance with BC's *Freedom of Information and Protection of Privacy* legislation, the Library does not release personal information about borrowers, including information about items on loan. It is borrowers' responsibility to ensure that personal information is not left displayed on Library public workstations in a way that makes it accessible to others and to change their PINs to prevent unauthorized use.