Libraries and Collections Loans Policy

Last Revised: January 2024
Review Date: September 2026
Approval Body: Libraries and Collections Leadership Team
Owner: Libraries and Collections (Operations Team)
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1.Background/ Summary

Swansea University Libraries and Collections are responsible for the loaning, reference only use, or internal use of all library items. This policy outlines borrowing regulations (including renewals and returns) for all library user groups (primarily staff, student and external) and clarifies rules and restrictions with regards to all library loans. This includes loan and request limits, library account notifications, lost, missing and overdue items, and fines and fees.

2. Purpose

The purpose of this Library Loans Policy is to provide transparent and consistent borrowing guidance for all library users.

The policy ensures that all user groups can plan their borrowing, renewal and return of library items and understand what access is available to them in advance.

In addition, this policy covers fair usage of Libraries and Collections loanable and reference use only items.

3. Scope/ Exemptions

Scope

This Loans Policy applies to all items made eligible for loan and those made available for reference use only or use in the library only by Libraries and Collections through its physical and digital collections.

This includes, but is not limited to:

General

- Library users are solely responsible for all items borrowed on their account.

- Users should report lost or stolen ID cards immediately.
- Library Users must treat library materials with due care and consideration and return items in the condition that they were borrowed and by the due date.
- Library Users must pay compensation for damage to, or loss of, library material.
- Library users who are unable to return a library item must pay for the full cost of a replacement.
- Library Users cannot borrow a second copy of an item they already have on loan.
- Library Users cannot create a request for an item they already have on loan.
- **There are no exceptions to library borrowing conditions.** All library borrowing conditions, including return dates, requests and renewals and fines and fees processes apply to all library users. This includes users that are on placement or take library items outside of the local area, or outside of the UK.
- Library Users who return items by post should ensure they have a date-stamped proof of posting.

User Groups

- Current University Students and Staff
- External, including Alumni
- SCONUL (Society of College National and University Libraries)
- **Library Access Only** Under 16s (Accompanied)
- **Library Access Only** Other library users not defined above

Loans

Standard loans

- **Standard loans** will have an initial due date set to four weeks from the date the item is borrowed for all users**.**

Loan Exemptions

The following items are **not** subject to the Standard Loan borrowing policy:

- **Media and IT items** - Media and IT Items must be returned by the due date.
- **Laptops** – all laptop loans must be returned by the due date and are not eligible for renewal. Additionally;
  Laptops borrowed from library information desks are subject to the user meeting eligibility criteria.
  Laptops borrowed from self-service cabinets at Singleton Park and Bay libraries have a maximum loan period of 2 weeks.
- **Reference use only -**Items that are not for loan, e.g. dictionaries required for examinations, cannot be issued to Library Users. Reference use only items do

not leave the library except in special circumstances with permission of the relevant Libraries and Collections Business Partner.

- **Library use only (Restricted) –** these items are issued to Library Users accounts but are not permitted to leave the library building or designated reading room. Library use only items do not leave the library except in special circumstances with permission of the relevant Libraries and Collections Business Partner.
- **Inter-library loans -** the Loan Policy for Inter-library loans are determined by the owning institution.

Maximum renewal period

- Standard Loan Items will automatically renew until the **maximum renewal period** is reached, unless items are requested and recalled for use by another user. Once the Library User has returned an item, they may borrow it again provided; the item is in good condition and there are no active requests on that title.

User Group	Maximum renewal period
Postgraduates/ Staff	3 years (or their Alma (library account) expiry date, if sooner)
Undergraduates	1 year (or their Alma (library account) expiry date, if sooner)
Externals **(no renewals)**	4 weeks (or their Alma (library account) expiry date, if sooner)

Loan and request limits

User Group	Loans	Requests (concurrent)
Postgraduates/Staff	30 (across all libraries)	15
Undergraduates	30 (across all libraries)	15
External users	5 (across all libraries, except St David's Park)	None

Exemptions

The are no exemptions, such as Grace Periods, given to any User Group by default. Users are advised to contact Libraries and Collections to discuss any extenuating circumstances regarding any aspect of their library account.

Disputed returns

If a user reports an item as returned but it is still showing on their account, then the item will be marked as a disputed return while the User and Library Staff search for the item. A limit may be imposed on the number of disputed returns claimed by an individual User. Lost item charges may be applied.

Missing items (Not found in place on shelves and/or not borrowed for a long time)

If a User requires an item that is not in place on the designated shelf, they should inform Libraries and Collections and place a request for the item.

Requests

- Items on loan for a week or more can be recalled from a Library User if no suitable alternative copies are available.
- A Library User has one week to return an item which has been recalled by another User.
- Details of the current borrower or requestor will not be provided to other library users, including those making the request or required to return items.

Request Hold Shelf

- Requested items will be placed on the hold shelf whilst awaiting collection by the requestor. Requested items are held for 3-5 working days.
- If requested items are not collected, they are either; issued to the next Library User in the queue or returned to their usual library location.
- At the discretion of Libraries and Collections, the hold shelf life for an item may be extended.

Notifications

- It is the responsibility of the Library User to check for notifications via email or 'My Account' in iFind.
- Courtesy notices to current Swansea University staff and students will be sent to university email addresses only.
- Courtesy notices are helpful reminder to Library Users, but it is the Library User's responsibility to check their account for due dates, recalled items and other important notifications.
- If courtesy notices fail to be sent or seen for some reason, Libraries and Collections will not refund related fines.

Fines and Fees

- Fines will be charged on overdue recalled items, overdue loan laptops, overdue a/v equipment and on any items which have exceeded their maximum renewal periods.
- Borrowing rights will be suspended when a User accrues £25.00 in fines on their account. Payment of fines to bring the balance under £25.00 will re-activate borrowing rights.
- A £2.00 per day charge (up to a limit of £20.00 per item) will be made on an item that has not been returned by a Library User within 1 week following a recall on that item.
- Fines of £10.00 per day up to a maximum of £100.00 will be charged on overdue loan laptops.
- Library Users will be charged the full cost of replacement of lost or badly damaged items, including media items and laptops, in addition to overdue charges.
- If IT equipment is damaged, the Library User will be required to pay repair costs or the full cost of replacement if repair is not possible as determined by Digital Services.
- There are no fines charged for overdue South Wales Miners' Library items.

Exemptions

This Loans Policy does not apply to:

- Items on loan from the Swansea Council Central Library Collection at Y Storfa.
- Content belonging to academic departments or research groups not curated, hosted, or managed by Libraries and Collections.

- General IT services or university wide web content, which fall under institutional Digital Services or web governance policies.

4. Policy Statement

Ownership of this policy rests with the Swansea University Libraries and Collections, (Operations) Team.

Swansea University Libraries and Collections reserves the right to change or otherwise modify this policy at any time.

5. Policy History

Ownership of this policy formerly rested with the former Swansea University Library Leadership Team. This Policy was reviewed but no revisions were made in March 2026.

Revision Date	Author	Description
v.4.0 2023 v.4.1 26/1/2024 v.4.2 September 2026	Amber Arrowsmith	Review of statement and reformat of template