

Loans Policy

Number of Resources and Loan Period

The number of resources you may borrow is dependent upon your subscription. Please refer to your welcome email or contact our staff if you are unsure of the number of resources you are entitled to.

Resources may be borrowed for up to **6 weeks** with a possible extension of a further **4 weeks** unless the resource is on reserve by another subscriber. If you require an extension, please contact the library staff before the resources are due back. Resources which have a waiting list cannot be extended.

Terms and Conditions of Borrowing

- It is the responsibility of the subscriber to be aware of and adhere to CPL's Resource and Toy Library Loans Policy and Procedures.
- Return and care of the resources is the responsibility of the subscriber.
- Discrepancies between the items received and the items on the enclosed Patron Loan Report must be reported to CPL's Resource and Toy Library as soon as possible.
- The resources must be returned to the library at the end of the borrowing period.
- The resources must be returned in the condition in which they were borrowed and in the original library packaging.
- Replacement costs will be charged to the subscriber for lost or damaged resources (allowing for reasonable wear and tear). Borrowing privileges will be suspended until the costs are paid in full.
- The subscriber will not loan resources borrowed to any other party.
- **It is the responsibility of the borrower that children will be supervised by a responsible adult at all times when using CPL's Resource and Toy Library resources.**

Reserves

- Resources that are out/on loan/not available/unable to be borrowed are shown as - Holdings 0 of ... **0 means Not Available.**
- If you choose resources that are not available, we will send alternatives.
- If you don't want an alternative and you specifically would like this resource in the future, please contact us.
- Library staff will notify you by email when your reserved resources have been returned/located and set aside for collection.

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- Reserved items collected by staff and to be collected directly from the library site by the borrower, will be held for 10 working days from the date of the email.
- If resources are reserved and we are waiting for your returns, the items will be held for 10 working days from the date of the email and will then be taken off your reserve list. In this case you will need to reserve a new list of resources required.

Overdue Resources

Resources must be returned to CPL's Resource and Toy Library by the due date. The due date is on the Patron Loan Report enclosed with the resources.

The overdue resources process is:

1. An initial reminder email seven days prior to resources being due.
2. Reminder email when resources are overdue.
3. A phone call from library staff.
4. A reminder email indicating details of overdue resources will be sent to CPL Finance for their discretion e.g. invoicing to replace overdues or contacting Debt Collector.
5. Matter referred to CPL Finance.
6. Future borrowing suspended until all resources are returned or paid for.

Copyright

Our resources have many suggestions and ideas, however, please be aware that Copyright Law only allows the purchaser (not the borrower) to photocopy or download its contents.

Delivery

- Your selected resources can be sent via courier in a CPL Resource & Toy Library Box (or on occasion a padded bag). The cost will be charged to your Courier Deposit. To return the resources to the Library, place them in the same box or bag and use the label provided.
- The following freight companies are used to deliver and collect resources:

CouriersPlease	Make a booking online at www.couriersplease.com.au	Brisbane Metro, Toowoomba, Gold Coast, Sunshine Coast
Followmont Transport	Ring 07 3608 4960 or email pickups@followmont.com.au Account: CPLCHOØØ1	Gympie, Maryborough, Bundaberg, Gladstone Rockhampton, Emerald, Mackay, Townsville, Cairns and Regional Queensland

- The courier deposit is not part of your subscription; it can be rolled over from year to year.

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- If you cancel your subscription you will be refunded any unspent monies from your Courier Deposit.
- CPL – Choice, Passion, Life will invoice you when your Courier Deposit reaches a balance of \$50, with details of how to recharge the Courier Deposit through BPay or by telephone. The recharge amount will bring your bond back up to \$100.

Refund, Cancellation and Suspension Policy

CPL's Resource and Toy Library reserves the right to refuse/cancel a subscription to the resource library. The reasons may include, but are not limited to:

- a. Applicant does not meet the requirements of a category.
- b. Applicant has not complied with other policies and procedures.
- c. Applicant does not have current accreditation with a professional body (e.g. Occupational Therapist, Psychologist, Child Care Centre, Out of School Hours Care)
- d. Applicant's subscription to the library is in arrears.
- e. Applicant repeatedly contravenes the returns policy e.g. returning resources in poor condition, consistently late.

If CPL's Resource and Toy Library refuses a new or renewing subscription, applicants will be offered a refund in full.

Cancellation by Subscriber

- Cancellations received within 14 days of registration may be eligible to receive a full refund less \$50 service fee.
- Cancellations received after 14 days may be eligible to receive a refund for the unused portion of their subscription less \$50 service fee.
- Any remaining monies in the Courier Deposit will be repaid in full.
- Cancellations must be in writing by email or by post.
- Cancellations must be made by a suitably authorised person for the organisation or body (e.g. CEO, Managing Director).
- All loan items must be returned by the subscriber to CPL's Resource and Toy Library. All outstanding liabilities must be paid in full.
- 30 Days' notice must be given before the cancellation will take effect. Loan resources must be returned prior to the start of the 30 days' notice period
- Refunds will be deposited into the subscriber's business bank account. Where an individual has been a subscriber, a deposit will be made into a personal account. A copy of a previous statement may be requested noting the full name of the account for which the refund is to be paid into.

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Suspension of Service

- CPL's Resource and Toy Library reserves the right to suspend access to the resource library.
- The reasons may include but are not limited to those listed at the top of this Policy.
- A subscriber will be notified in writing that access to the library has been suspended and the reason for the suspension.
- Once the matter is addressed, either the suspension will be lifted, or access will be cancelled.

Cessation of Service

- In the event that CPL's Resource and Toy Library ceases to operate or closes the library, all existing unspent monies held in the Courier Deposit will be returned in whole to the subscriber
- All other liabilities must be paid in full before a refund will be made (e.g. replacement of missing or damaged resources)
- Each subscriber will receive a refund for the remainder of the subscription period calculated on the date the library ceases to operate less 1 month which covers administrative costs (i.e. the library ceases 6 months into a subscription, the subscriber is refunded for 5 months) once loaned items have been returned.

These above policies apply to all CPL's Resource and Toy Library subscriptions unless otherwise noted in the corresponding subscription materials. Please read all policy information thoroughly.