

## Library Charges

If you follow the guidelines and take care to renew or return items promptly, you can enjoy a totally free library service. We have introduced shorter loan periods for heavily used items so that library resources may be shared more effectively by as many people as possible, and the charges are there as an incentive for you to return items on time.

**The following charges apply if items become overdue:**

<b>Loan Period</b>	<b>Charge</b>	<b>Item limit</b>
28 Day Loan	20p/day	£20
14 Day Loan	30p/day	£20
7 Day Loan	50p/day	£20
2 Day Loan	£1.00/day	£50
Short Loan/Overnight/Laptops	50p/hour	£50
Equipment 2 Day Loans	£5.00/day	£50

**Further loans and online renewal will be suspended if the amount due reaches £20.**

Any item requested by another borrower must be returned on time.

A requested item not returned within seven days of the due date will automatically incur a charge of **£10.00** in addition to the overdue charges.

We encourage immediate payment if possible, to prevent a large debt accumulating.

In fact, you will not be able to borrow anything if your charges total more than **£20.00**.

All charges must be paid by the end of each academic year and before completing the course. Outstanding charges will be treated as a debt to the University.

Charges are also made for the replacement of lost or damaged items. The minimum replacement cost is £25 per item.

An email reminder is sent to your University email account two days before the due date.

Failure to renew or return the items results in a message stating the items are overdue.

It is therefore important to check your University emails regularly and manage your library account accordingly. However, this is only a courtesy service. Failure to receive or read these emails does not affect the fact that you are responsible for managing your library account and paying any charges incurred. You will also be sent an SMS text reminder if all of your loans become 2 weeks overdue.

### **What will happen if I lose an item?**

You will be charged the full replacement cost of the lost item. An invoice will be generated and this amount must be paid in full.

### **What methods of payment are accepted?**

Payment can be made by card only. Payments by credit/debit card can be made at the Hendon campus library or by calling **020 8411 6060**.