

ULANZ - Frequently Asked Questions

Q. Which libraries charge registration fees?

A. Some libraries are required by their institutions to cover the cost of production of a library card. These libraries are:

University of Canterbury (\$10)

Lincoln University (\$10)

Q. If the home library has paid the replacement cost of its member's lost book from a host library, and the book is subsequently found and returned, should the host library be required to refund the payment to the home library?

A. The matter should be pursued between the home library and the borrower in this case. The host library has already done extra administrative paperwork to produce the invoice.

A home library would be expected to actively pursue the student before seeing it as a lost cause and parting with any money on their behalf to the host library. The onus should be on the home library to manage this.

Q. Registrations on the spot may cause some problems unless the person is armed with a letter of indemnity-otherwise how do we know whether they are in good standing?

A. In the expectation that the numbers, if any, of "known" delinquents registering would be small and in the interests of simplicity, we concluded that proof of current enrolment/employment would be sufficient.

Q. Proof of current employment/affiliation of staff. I suspect that most universities are like ours in that a staff member gets a card and unless there is a new system, the card will remain valid for a long time. Departing staff members do not turn in their cards and often do not know when they are leaving. But locally it is no problem because the staff database is used for validation. Will university libraries have to find a way to validate staff cards annually?

A. No. This is why we have specified proof of current employment, so it may be an ID with a date, or a letter from the university or being able to get at the current loan record etc.

Q. Notification of delinquent borrowers at least twice a year. I think it should be more often, if possible, quarterly?

A. The host library is the one to choose here, and they may prefer to do it more regularly. However, we are trying to not to impose any unnecessary administrative burdens on the host library. This is why we made it twice a year (minimum).