

## loan matters

- \* loan privileges
- \* renewal
- \* reservation
- \* borrow & return
- \* self-check PIN code
- \* courtesy notices
- \* closed stacks retrieval
- \* pertinent information
- \* contact us



## loan privileges

### student

Item Type	Loan Limit	Loan Period	Fines
Red Spot Books	3	3 hrs <sup>+</sup>	50 cts/hr
Open Shelf Books	15	14 days*	10 cts/dy
Reference Books Current Periodicals	Use in Library Only		
Bound Periodicals Unbound Periodicals	5	7 days	10 cts/dy
<u>AV/Multimedia Titles</u> General	5	7 days	\$1/dy
Restricted	1	3 days	\$1/dy
*Overnight Loan applicable			

### staff

Item Type	Loan Limit	Loan Period	Fines
Red Spot Books	3	3 hrs <sup>+</sup> (3 days for Acad & Snr Adm staff)	30 cts/hr
Open Shelf Books	20 (40 for Acad & Snr Adm staff)	28 days*	30 cts/dy
Reference Books	5	7 days	
Current Periodicals	5	3 days	
Bound Periodicals Unbound Periodicals	10	7 days	
<u>AV/Multimedia Titles</u> General	10 <sup>++</sup>	7 days	\$1/dy
Restricted	2 <sup>+++</sup>	3 days	
*Overnight loan applicable			
<i>For Adjunct Staff:</i>			
++General – 5 items for 7 days			
+++Restricted – 1 item for 3 days			

### external member

Item Type	Loan Limit	Loan Period	Fines
Open Shelf Books	6	28 days*	30cts/dy
Red Spot Books Reference Books Current Periodicals	Use in Library Only		
Bound Periodicals Unbound Periodicals	5	7 days	30cts/dy
<u>AV/Multimedia Titles</u> AV General (training & documentary)	3	4 hrs	50cts/hr
AV CD (Audiobook, music, CD-Rom)	3	7 days	\$1/day
AV Restricted	1	4 hrs	50cts/hr

#### Note:

- All fines stated are the rates per item.
- Where fines rates are per hour, it means per hour or part thereof and inclusive of closing hours.
- \* Loan Period is reduced to 7 days if there are prior reservations for the item.

## renewal

Renew loans remotely using **OPAC** or through Self-Check Machines (with items present) in the Library.

For enquiries and in-person renewal, please present your matric/ staff/ Library card at the Customer Service Counter.

A maximum of **three** renewals is allowed for books and audio-visual (AV) titles if there are no reservations for the items. After three renewals, if no reservations have been placed, you can ask for a new loan cycle.

Periodicals, Red-spot, Reference and AV Restricted titles cannot be renewed.



## reservation

You can reserve up to **ten** open-shelf materials (**40** for academic staff; **20** for non-academic and adjunct staff) at any one time via **OPAC**. Reference, periodicals and red-spot items cannot be reserved.

Reserved items are held for five days only (three days for AV titles). Members will be notified via email or post to collect them.

## ▶ borrow & return

Use the self-check machines to checkout the books and periodicals. You will need to key in your self-check PIN code – see below.

AV/ Multimedia items can be borrowed out at the Learning Resource Centre (LRC) Counter.

You can return books and AV items anytime at the Automated Return Kiosk (ARK) located outside the Library. If the ARK is closed, use the nearby manual book/AV drop.

Do check the items borrowed or returned against the items printed on the receipt issued by the self-check machine or the ARK.



## ▶ self-check pin code

As a security measure, the Library has implemented a PIN code system on self-check machines. To borrow books, you will need to key in your PIN code (in addition to using your matric / staff / Library card).

First time users of the self-check machine will need to set their PIN code. Please note that the default PIN code has been set to your library barcode found on your matric / staff / Library card.

You can change your PIN code at the OPAC. Just click on the “User” option and follow the instructions on the screen. Alternatively, you can change it at the Customer Service Counter.

## ▶ courtesy notices

**Courtesy Notices** are system-generated notices sent to you **before** and **on the day** the library items are due. These notices serve as reminders to you to return or renew your loans promptly. Otherwise, overdue charges will commence **immediately** after the Due Date.

You are responsible for returning overdue items and settling overdue fines whether or not Courtesy Notices have been received.

To receive Library notices, part-time students are advised to give the Library their email addresses. You can email to [LibLoan@tp.edu.sg](mailto:LibLoan@tp.edu.sg) or inform staff at the Customer Service Counter.

Members with outstanding overdue fines will also be informed via the **Notice for Outstanding Charges**, sent out on a monthly basis.

## ▶ closed stacks retrieval

Ask at the Customer Service Counter for retrieval of materials kept in the Closed Stacks.

Collection times for these items are 11am and 3pm on weekdays.



## ▶ pertinent information

### Damaged/Lost Materials

Report damaged/lost Library items at the Customer Service Counter. Charges include replacement cost, administrative charges (\$10 per item), GST and overdue fines, if applicable.

### Loss of Membership Card

Report loss of matric/Library card immediately to Library staff at Customer Service Counter.

Members are held responsible for all loans issued under their names.

### Search Service

Request for search service if you cannot locate an available title on the shelves.



## ▶ contact us

Enquiries on loan services, renewals, loss, fines, rooms booking and membership.

### At the Library...

Approach the Customer Service Counter.

### Outside the Library...

☎ 6780-5772

✉ [LibLoan@tp.edu.sg](mailto:LibLoan@tp.edu.sg)

✉ [AskLib@tp.edu.sg](mailto:AskLib@tp.edu.sg)