

<b>Institution</b>	Universal Higher Education (UHE)
<b>Policy name</b>	Library Policy
<b>Policy Governance</b>	Academic Board

## 1. Purpose

The Library Policy outlines UHE's commitment to ensuring access to quality Library resources and services for UHE students and staff. It establishes key principles and requirements by which users of the Library may access Library resources and services.

## 2. Scope of the Policy

The Policy covers all students enrolled with UHE, UHE staff members, and any other person who is a user of the Library collection and/or services. The policy is relevant to both physical and electronic collections and access on campus or online.

## 3. Overview

The UHE Strategic Plan establishes UHE's commitment to excellence and innovation in higher education programs and student experiences. The UHE Library plays a key role in supporting excellence in learning, teaching and scholarship by the UHE community, its students and staff, through the provision and promotion of recorded knowledge.

The Library enables and enriches learning through the provision of robust and relevant information resources and services in line with the teaching and learning plans of UHE. UHE aims to build an exemplary Library service that builds on the professional expertise of staff, reflects a commitment to quality assurance principles, and is futures oriented. In line with UHE Values, student needs will be front and centre of the Library's operations and plans.

UHE will provide a physical library at the campus which aligns with the course offerings. UHE will ensure that the library resource aligns with the prescribed readings recommended in the subject outlines. The policy outlines the commitment of UHE in ensuring that students and staff have access to appropriate information resources, and arrangements for the Library's operations to facilitate that commitment.

## 4. Definitions

In this policy,

- "Borrower" means a user who borrows an Item from the Library;
- "Item" means any Library resource that may be borrowed from the Library;
- "Librarian" means the UHE Librarian or nominated representative;

- “User” means any person (including Borrowers) who uses the Library facilities or comes onto the Library premises.

## **5. Service Charter**

The UHE Librarian will determine a Library Service Charter that reflects the Library’s commitment to provide quality service to students and the academic community to support effective learning, teaching and scholarship.

This includes a commitment to provide:

- Relevant Library collections and services that are continuously improved with user feedback
- Highly professional, courteous and responsive service, building on the professional expertise of Library staff
- Educational support and instruction to assist users, including information skills as a basis for independent life-long learning
- Optimal facilities and equipment that support effective management of the collection and are conducive to study and learning
- Fair, flexible and equitable access for users, including for remote users and those with special needs wherever possible

## **6. Authorised Users**

The following Users are authorised to borrow from the UHE Library:

- Students enrolled at UHE.
- UHE staff members.
- Members of the UHE Board of Directors and Academic Board.

The following Users may apply to the Library for borrowing rights, and such rights may be subject to fees as determined by the Librarian:

- Staff and students of other institutions with which the Library has reciprocal or service agreements in place.
- UHE alumni.
- Other members of organisations and persons as determined by the Librarian.

Library staff may request that a User produce a valid UHE Identity Card or Library Card where the User wishes to use Library facilities restricted to authorised Users. Any person refusing or neglecting to produce the documentation requested by Library staff may be ordered to leave the Library premises. A User must report the loss or theft of their Identity or Library Card, as soon as possible, to the Librarian. Cards are not transferable and users are responsible for all items recorded against their card.

## 7. Opening Hours

The opening hours of the Library, and conditions of access to facilities and services by Users, are determined by the Librarian and made available at each public entrance to the Library and on the Library website.

Any variation to standard opening hours shall be notified in advance, through appropriate email communications and/or notices. The normal opening hours of the physical library will be 9am-5pm between Monday-Friday and 10am-1pm on Saturdays. The Library will be closed on Sundays and Public holidays. UHE will review the opening hours of the Library based on student feedback and other internal data on borrowings.

UHE will provide 24/7 access to electronic library resources for all authorised users.

## 8. Conduct

Conduct of persons in the Library must:

- Abide by UHE code of conduct policies and any other protocols imposed by the Librarian which may be displayed in the Library or on the Library website.
- Respect the rights of others, and behave in a manner not likely to disrupt or inconvenience other users.
  - The library observes zero tolerance of verbal or physical abuse.
  - Noise levels should always be low.
  - Mobile phones and other electronic devices are allowed, but should be set to 'silent' or 'vibrate' and used in a non-disruptive manner.
  - During periods of high demand, users of facilities for social purposes may be requested by library staff to relinquish their use until a more appropriate time.
- Respect Library property, and not intentionally or recklessly misplace, misuse or damage any book or other item, furniture or furnishing or facility or equipment.
- Not bring food or drink into the Library, except with the permission of the Librarian.
- Not post or display notices in the Library except as permitted by the Librarian.
- Not film or take photographs within the Library, unless prior permission has been given by the UHE Librarian. Photography or filming of staff or students or any other person is not allowed without their permission.
- Abide by the College's information technology user policies and procedures in using the Library's IT facilities.
- Abide by any reasonable request by a Library or other UHE staff member, including following their directions in situations requiring emergency procedures or evacuation.

A person who is in breach of the above may be required to leave the Library and/or be excluded from the Library or specific Library facility, by the Librarian. Serious breaches by UHE students or staff will be addressed by the relevant UHE staff or student disciplinary procedures and may include penalties. Commonwealth and/or State law may also be relevant in some cases and users may incur personal liability.

## **9. Borrowing Items**

The Librarian shall determine the:

- Maximum period of loan for each category of Item and each category of Borrower.
- Maximum number of items which may be borrowed by each category of Borrower.
- Approval of different loan arrangements, on application by a Borrower.
- Manner in which the loan of items from the Library is recorded.
- Suspension of borrowing rights, due to failure to return items as appropriate.

A Borrower is responsible for returning borrowed items:

- On or prior to the due date.
- To the appropriate, official return point.
- In the same condition and repair as when the items were borrowed (subject to reasonable wear and tear).

The due date for return of a borrowed Item shall be stated on the loan confirmation issued at the time the Item is checked out for loan. Items on loan may be recalled by the Librarian at any time. Recalled Items must be returned by the new due date.

No item may be taken from the Library premises under any circumstances unless the loan of that item has been recorded. Users may be required to present bags for inspection when leaving the Library or when staff reasonably suspect that a User is in breach of the Library policy.

## **10. Standard Loans**

Unless otherwise determined by the Librarian, the following conditions apply to standard loans:

- A total of 5 items at any one time.
- 14 calendar day loan period per item with an additional 7 calendar day renewal depending on student demand.

## 11. Lost, Stolen or Damaged Items

A Borrower must notify the Library immediately if a borrowed Item suffers from loss, theft, damage or misuse. The librarian may determine an item as lost by the borrower after a period of non-return.

In the event of the above, the Library may require the Borrower to pay a fine, comprising the cost of the Library's repair or replacement of the Item and a non-refundable administrative charge in respect of each Item. A Borrower's borrowing rights will be suspended until all fines incurred are resolved or the Borrower returns outstanding Items.

## 12. Notices

Any notice issued by the Library to a Borrower shall be sent to the Borrower's email address registered with UHE and/or the Library. If no email address has been registered, the notice shall be sent to the Borrower's residential address. Borrowers are responsible for notifying UHE of any change to their email or residential address. Failure to receive notices does not constitute the basis for waiving a late fee.

## 13. Student Equity

UHE recognises that students may be confronted with emergencies such as illness, travel, and other urgent commitments. The library will provide flexibility if students are able to provide documentary evidence that demonstrates a reasonable basis for not returning the item on time.

## 14. Fees

Library fees and charges will be determined by the UHE Librarian.

All UHE staff and students have standard access to Library collections and services to support their teaching, learning and scholarship, with no additional fees and charges for standard access. This includes the remote student library service, such as electronic or scanned copies of resources.

Fees and charges may apply, for example, for:

- Replacement Identity or Library cards
- Lost, stolen or damaged items
- A high number of requests for delivery of documents and/or interlibrary loans
- External user access to collections and borrowing of items

Unless otherwise determined by the Librarian, a late fee of \$10 will be charged per day if a borrowed item is not returned. UHE may also hold student results if the student has not returned the item(s).

The fees and penalties are designed to assist students by maximising access to, and availability of, library materials.

### **15. Exclusion of Liability**

The Library is not responsible for any loss of or damage to personal items brought into the Library by Users.

### **6. Copyright and licensed resources**

Library Users must abide by relevant UHE copyright policies and notices, and must not undertake any copying using Library equipment or facilities in infringement of the Copyright Act 1968 (Cth).

Users of licensed electronic resources must abide by terms and conditions of use as published on the Library website or on relevant notifications with the resource.

### **17. Collection Development**

The Librarian, with the guidance of Academic Leaders and the Academic Board, will lead a Collection Development Policy. The policy will help guide the selection, acquisition, management and withdrawal of information resources in order to achieve and enhance the learning, teaching and scholarship endeavours of UHE. Acquisition will take into account relevance to current and emerging UHE teaching and learning programs, patterns of usage and student growth, quality and currency of content, and access and licensing conditions.

### **18. Educational Support**

The UHE Library plays an important role in enabling students to develop the information and digital literacy skills needed to achieving key graduate attributes. The UHE Library, in partnership with academic staff, will develop and deliver a strategy to contribute to supporting students to become skilled and ethical information users. This includes guidance on appropriate sourcing and referencing of material in academic works.

### **19. Roles and responsibilities**

The UHE Librarian is responsible for developing the Library Policy and any associated Library policies and procedures to give effect to the Library Policy. The Librarian may delegate all or any of the powers and functions of the UHE Librarian under this policy, to a member of the Library staff.

All UHE students and staff and other Library Users must abide by the Policy and other Library policies, procedures and protocols. Users are also expected to take advantage of

learning and information sessions and tutorials on offer; assist the library in the evaluation of resources and services; make any requests for materials and services as early as possible; and find resources independently of staff wherever possible.

The Library Policy is reviewed and approved by the Academic Board. The Academic Board will also monitor the performance of the Library. The Board will examine data from student survey results and other performance data such as library access and borrowings. The Board will also ensure that the library has adequate resources to align with student growth.