

Library Content Access and Use Procedure



1 Purpose

To provide direction and guidance the responsibilities of individuals who access content and resources provided by UniSQ Library.

2 Scope

This Procedure applies to all users of library content, including Students and University Members.

The Procedure also applies to other libraries, which borrow, request or access UniSQ Library content.

3 Procedure Overview

This Procedure explains how to access all forms of UniSQ Library content, including:

- physical items;
- digital copies of physical items;
- electronic and digital resources subscribed to by the UniSQ Library or created by University Students and Employees.

4 Procedures

4.1 Eligibility

Students and Employees are automatically members of the UniSQ Library.

Student membership to the UniSQ Library commences three weeks prior to the start of their first Study Period of Enrolment. If a Student does not enrol for two or more consecutive Study Periods, their UniSQ Library membership will lapse.

Students and Employees of other tertiary institutions and members of the public must register in person before they can borrow. Registration costs are published on the [UniSQ Library website](#).

4.2 Roles and responsibilities

Borrowed items must be returned by the due date. If an individual is unable to return items by the due date, it is their responsibility to [contact UniSQ Library](#).

A borrower is responsible for the safekeeping and return of all items borrowed from the UniSQ Library and for the cost of repair or replacement of any item damaged or not returned.

UniSQ Library members must comply with the *Copyright Act 1968* and the access conditions of licensed electronic and digital resources.

4.3 Notifications

Students and Employees will receive email notices sent to their University email account.

All other individuals will receive email notices sent to the address provided to the UniSQ Library at registration.

Borrowed items are also displayed online in each individual's MyLibrary account on the UniSQ Library website.

4.4 Access to physical collection items

Most physical collections can be borrowed by all UniSQ Library users. Course texts can only be borrowed by Students and Employees.

Students who are studying at least one Online Course or External Course are eligible to request digitised copies of articles and book sections, within copyright limits.

Students who are studying at least one Online Course or External Course and living in Australia are eligible to request home delivery of items.

Borrowing limits and loan periods are published on the [UniSQ Library website](#).

4.5 Lost, overdue and replacement costs

UniSQ Library does not impose fines or processing fees for the late return of physical items. Items not returned after borrowing periods have expired will be considered lost.

Sanctions and replacement costs apply to lost and damaged items. Sanctions and replacement costs are published on the UniSQ Library website and are approved by the Director, Library Services. UniSQ Library will notify Students and University Members by email before imposing sanctions and costs for lost and damaged items.

- If an individual does not return an item, UniSQ Library will suspend the individual's

access to all physical, electronic and digital library resources until the item is returned, or until an invoice is issued.

- If a returned item is damaged beyond repair, UniSQ Library will treat the item as lost and issue an invoice for the replacement cost of the item.
- Invoices are based on the Value of an item plus GST as recorded in the UniSQ Library's acquisition systems. If no Value is available, a default Value will be used. Default Values are published on the UniSQ Library website.
- Invoices may be waived if an individual provides documentary evidence of extenuating circumstances, for example, a medical certificate.
- Payment of invoices is managed under the Student Debt Management Procedure.

4.6 Access to electronic and digital collection items

UniSQ Library provides access to purchased, subscribed or licensed electronic and digital collection items to University Students and Employees via the UniSQ Library's website.

Users who download excessive amounts of this content may have their access temporarily suspended.

4.7 Access to items not held by UniSQ Library

UniSQ Library offers interlibrary loan services to Students and Employees as an alternative to purchase where necessary.

- Requests should be lodged via the form on the [UniSQ Library website](#).
- Items borrowed from other libraries cannot be renewed.

4.8 Access to UniSQ Library content by other library services

UniSQ Library complies with the Australian Interlibrary Resource Sharing (ILRS) Code and the Interlibrary Resource Sharing Best Practice Guidelines.

4.9 Feedback, appeals and complaints

Feedback, questions and informal concerns can be submitted in person, or via the [UniSQ Library website](#).

To discuss a replacement fee, individuals can request an appointment online or in person, with the Associate Director (Library Experience) via the [UniSQ Library website](#).

Complaints should be made following the University's Complaints process.

5 References

Australian Library and Information Association. (2019). *Australian Interlibrary Resource Sharing (ILRS) Code*. Retrieved from: <https://read.alia.org.au/australian-interlibrary-resource-sharing-ilrs-code-0>

Australian Library and Information Association (2019) *Interlibrary Resource Sharing Best Practice Guidelines*. Retrieved from: <https://read.alia.org.au/interlibrary-resource-sharing-best-practice-guidelines>

Council of Australian University Librarians (2018) *ULANZ Borrowing Scheme*. Retrieved from: <https://www.caul.edu.au/programs-projects/ulanz-borrowing-scheme>

6 Schedules

This procedure must be read in conjunction with its subordinate schedules as provided in the table below.

7 Procedure Information

Accountable Officer	Provost
Responsible Officer	Director (Library Services)
Policy Type	University Procedure
Policy Suite	Library Policy
Subordinate Schedules	
Approved Date	10/2/2020
Effective Date	10/2/2020
Review Date	25/3/2024
Relevant Legislation	Australian Interlibrary Resource Sharing (ILRS) Code Copyright Act 1968 Higher Education Standards Framework (Threshold Standards) 2021
Policy Exceptions	Policy Exceptions Register
Related Policies	Acceptable use of ICT Resources Policy

	Student Communication Policy Student Expectations and Responsibilities Policy
Related Procedures	Student Communication Procedure Student Debt Management Procedure Student Grievance Resolution Procedure Use of Electronic Mail Procedure User Experience Architecture Procedure
Related forms, publications and websites	Feedback, complaints and appeals Join the UniSQ Library Interlibrary loan request form University Libraries Australia and New Zealand (ULANZ) Interlibrary Resource Sharing Best Practice Guidelines
Definitions	Terms defined in the Definitions Dictionary Complaint A Complaint is an “expression of dissatisfaction made to or about the University, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”. Course A discrete element of a program, normally undertaken over a single Study Period, in which the Student enrolls, and on completion of which the Student is awarded a grade. Employee A person employed by the University and whose conditions of employment are covered by the Enterprise Agreement and includes persons employed on a continuing, fixed term or casual basis. Employees also include senior Employees whose conditions of employment are covered by a written agreement or contract with the University. Enrolment

The process of admitting Students to one or more Courses for the current Academic Year.

[External Course](#)

A Course, the delivery of which includes short-term attendance at a University campus or other nominated location for activities such as residential schools, practicums or professional placements. All other Course communication, provision of learning materials and handling of Assessment is normally Online.

[Online Course](#)

A Course, for which the delivery, Course communication, provision of learning materials and handling of Assessment are Online. Students can be expected to attend a Formal Examination at a University approved examination site.

[Procedure](#)

An operational instruction that sets out the process to operationalise a Policy.

[Semester](#)

A period of time during which instruction is provided, learning is undertaken and Assessment is carried out. There are three Semester periods during an Academic Year, known consecutively as Semester 1, Semester 2 and Semester 3.

[Student](#)

A person who is enrolled in a UniSQ Upskill Course or who is admitted to an Award Program or Non-Award Program offered by the University and is: currently enrolled in one or more Courses or study units; or not currently enrolled but is on an approved Leave of Absence or whose admission has not been cancelled.

[University](#)

The term 'University' or 'UniSQ' means the University of Southern Queensland.

[University Members](#)

Persons who include: Employees of the University whose conditions of employment are covered by the UniSQ Enterprise Agreement whether full time or fractional, continuing, fixed-term or casual,

	<p>including senior Employees whose conditions of employment are covered by a written agreement or contract with the University; members of the University Council and University Committees; visiting, honorary and adjunct appointees; volunteers who contribute to University activities or who act on behalf of the University; and individuals who are granted access to University facilities or who are engaged in providing services to the University, such as contractors or consultants, where applicable.</p> <p>Value</p> <p>Purchase price exclusive of GST.</p>
	<p>Definitions that relate to this procedure only</p>
Keywords	Library, borrowing, books, e-resources, collections, loans, overdue fees
Record No	18/838PL