

Library Content Access and Use Procedure



1 Purpose

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

3 Procedure Overview

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

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

4 Procedures

4.1 Eligibility

Students and Employees are automatically members of the USQ Library.

Student membership to the USQ Library commences three weeks prior to the start of their first Semester of Enrolment. If a Student does not enrol for two or more consecutive Semesters, their USQ 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 [USQ 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 USQ Library](#).

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

USQ 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 USQ Library at registration.

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

4.4 Access to physical collection items

Most physical collections can be borrowed by all USQ 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 [USQ Library website](#).

4.5 Lost, overdue and replacement costs

USQ 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 USQ Library website and are approved by the Director, Library Services. USQ 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, USQ 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, USQ 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 USQ Library's acquisition systems. If no Value is available, a default Value will be used. Default Values are published on the USQ 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

USQ Library provides access to purchased, subscribed or licensed electronic and digital collection items to University Students and Employees via the USQ 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 USQ Library

USQ 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 [USQ Library website](#).
- Items borrowed from other libraries cannot be renewed.

4.8 Access to USQ Library content by other library services

USQ 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 [USQ Library website](#).

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

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

5 References

Australian Library and Information Association. (2013). *Australian Interlibrary Resource Sharing (ILRS) Code*. Retrieved from: <https://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code>

Australian Library and Information Association (2014) *Interlibrary Resource Sharing Best Practice Guidelines*. Retrieved from: <https://www.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	Deputy Vice-Chancellor (Academic)
Responsible Officer	Director (Library Services)
Policy Type	University Procedure
Policy Suite	Library Content Management Procedure
Subordinate Schedules	
Approved Date	10/2/2020
Effective Date	10/2/2020
Review Date	25/3/2022
Relevant Legislation	Australian Interlibrary Resource Sharing (ILRS) Code Copyright Act 1968 Higher Education Standards Framework 2015
Related Policies	Acceptable use of ICT Resources Policy Library Policy

	Student Communication Policy Student Expectations and Responsibilities Policy
Related Procedures	Student Communication Procedure Student Complaint Management Procedure Student Debt Management Procedure Use of Electronic Mail Procedure User Experience Architecture Procedure
Related forms, publications and websites	Feedback, complaints and appeals Join the USQ Library Interlibrary loan request form University Libraries Australia and New Zealand (ULANZ) Interlibrary Resource Sharing Best Practice Guidelines
Definitions	<p>Terms defined in the Definitions Dictionary</p> <p>Complaint</p> <p>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”.</p> <p>Course</p> <p>The basic unit of study and assessment for which a Student may be awarded a grade, and may accumulate credit units towards completion of a Program.</p> <p>Employee</p> <p>A person employed by the University and whose conditions of employment are covered by the USQ 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.</p> <p>Enrolment</p>

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. Students can be expected to attend a Formal Examination at a University approved examination site.

[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](#)

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

[Student](#)

A person 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 'USQ' means the University of Southern Queensland.

[University Members](#)

Employees of the University whose conditions of employment are covered by the USQ Enterprise Agreement whether full time or

	<p>fractional, continuing, fixed-term or casual, 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 and adjunct academics; Volunteers who contribute to University activities or who act on behalf of the University; Individuals who are granted access to University facilities or who are engaged in providing services to the University, such as contractors and 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