

Library Content Access and Use Procedure



1 Purpose

To provide direction and guidance regarding accessing content and resources provided by the Library.

2 Scope

This Procedure applies to all users of Library content.

3 Procedure Overview

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

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

This Procedure aligns with the:

- *Higher Education Standards Framework (Threshold Standards) 2021*: Standard 3.3 Learning Resources and Educational Support

4 Procedures

4.1 Eligibility

Students and Employees are automatically members of the Library.

Student membership of the Library commences three (3) 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 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 [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 the Library](#).

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

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 Library at registration.

Borrowed items are also displayed in users' Library account on the Library website.

4.4 Access to physical collection items

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

Students are eligible to request digitised copies of print articles and book sections, within copyright limits.

Students living in Australia are eligible to request home delivery of items.

Borrowing limits and loan periods are published on the Library website.

4.5 Lost, overdue and replacement costs

The 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 Library website and are approved by the Director, Library Services. Library Employees 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, the 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, the 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 (inclusive of taxes and delivery costs) as recorded in the Library's acquisition systems.

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

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

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

4.7 Access to items not held by UniSQ Library

The Library offers a request service to Students and Employees as an alternative to purchase where necessary for scans of items not held by the University (subject to copyright and contractual obligations). Loans of non-UniSQ items can be requested by Employees, postgraduate and Research Students.

Requests for non-UniSQ items should be lodged via the form on the Library website.

Renewals of items borrowed from other libraries are dependent upon the policy of the lending Library.

4.8 Access to UniSQ Library content by other Library services

The Library complies with the Australian Interlibrary Resource Sharing (ILRS) Code and the Interlibrary Resource Sharing Best Practice Guidelines (refer to Section 5).

4.9 Feedback, Appeals and Complaints

Feedback, questions and informal concerns can be submitted in person, or via the online feedback form on the Library website. Complaints should be made following the University's Complaints process.

To discuss a replacement fee, individuals can request an appointment online or in person, with

the Associate Director (Learning and Research) via the Library website.

5 References

Australian Library and Information Association. (2022). [Australian Interlibrary Resource Sharing \(ILRS\) Code](#).

Australian Library and Information Association (2019) [Interlibrary Resource Sharing Best Practice Guidelines](#).

Council of Australian University Librarians (2018) [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	University Librarian and Director (Library Services)
Policy Type	University Procedure
Policy Suite	Library Policy
Subordinate Schedules	
Approved Date	16/8/2024
Effective Date	16/8/2024
Review Date	16/8/2029
Relevant Legislation	Copyright Act 1968 Higher Education Standards Framework (Threshold Standards) 2021
Policy Exceptions	Policy Exceptions Register
Related Policies	Acceptable use of ICT Resources Policy Intellectual Property Policy Learning and Teaching Policy

	Marketing and Brand Policy Procurement Policy Student Communication Policy
Related Procedures	Commercialisation of Intellectual Property Procedure Gifts and Benefits Procedure Intellectual Property Procedure Procurement Procedure Student Communication Procedure Website Procedure
Related forms, publications and websites	Global Indigenous Data Alliance: CARE Principles for Indigenous Data Governance CAUL Content Procurement Services Creative Commons Australia Feedback, Complaints and Appeals Policy Statement on F.A.I.R. Access to Australia's Research Outputs Research Information Solutions Ecosystems (RISE) Library - Purchase Suggestion Form Open Access Australasia: What is Open Access? UniSQ - Understanding Copyright Research Data Management and Indigenous Data Governance Schedule
Definitions	Terms defined in the Definitions Dictionary Appeal <p>A formal, written request made by a Student or Employee to a higher authority to have a Decision overturned.</p> 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.

[Research](#)

Research is the creation of new knowledge and/or the use of existing knowledge in a new and creative way to generate new concepts, methodologies, inventions and understandings. This could include the synthesis and analysis of previous research to the extent that it is new and creative.

[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.

[Study Period](#)

The period during which a Course or study unit is offered. Examples of Study Period include, but are not limited to, semesters, trimesters, blocks, intensives and sessions.

[University](#)

	<p>The term 'University' or 'UniSQ' means the University of Southern Queensland.</p> <p>University Members</p> <p>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, 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>Definitions that relate to this procedure only</p>
Keywords	Library, borrowing, books, e-resources, collections, loans, overdue fees
Record No	18/838PL