



Policy and Procedure

Name: **Library use policy**

Approved by: Executive Committee

Last reviewed: 21 May 2009

SWINBURNE
UNIVERSITY OF
TECHNOLOGY
SARAWAK CAMPUS

SECTION 1 - INTRODUCTION	2
PURPOSE	2
SCOPE	2
DEFINITIONS	2
LEGISLATIVE CONTEXT	2
SECTION 2 - POLICY	3
PRINCIPLES	3
POLICY	3
SECTION 3 - PROCEDURE	7
PROCEDURE	7
SUPPORTING DOCUMENTATION	8
SECTION 4 - GOVERNANCE	9
RESPONSIBILITY	9
VERSION CONTROL AND CHANGE HISTORY	9
POLICY & PROCEDURE DIRECTORY REQUIREMENTS	9

SECTION 1 - INTRODUCTION

PURPOSE

To ensure students, staff and other authorized users of the library have equitable access to library facilities, services and resources.

SCOPE

Applies to users at the Swinburne Sarawak campus library.

DEFINITIONS

Word/Term	Definition
University	Swinburne University of Technology, Sarawak Campus
Staff	Person employed by the University
Student	A student enrolled in a program or course of study at the University. In this policy student may refer to a group of students.
Item	Library resources such as but limited to books, periodicals, audio-visual material, and digital media.

LEGISLATIVE CONTEXT

Name	Location

SECTION 2 - POLICY

PRINCIPLES

This policy details the conditions of use of the library and borrowing items.

POLICY

1.	Delegation
1.1	Fees, fines and other penalties associated with the use of the library shall be determined by the Pro Vice-Chancellor or Director Administration on the advice of the Manager, Information Resources.
1.2	The Manager, Information Resources will be responsible for the Library, including the supervision of the Library accordance with this policy, its procedures and associated conditions.
1.3	The Manager, Information Resources may: i) delegate any power or duty conferred by this Policy or its procedures to any member of the Library staff; and ii) authorise any member of the Library staff to act under and for the purpose of this Policy, its procedures and associated conditions.
2.	Authorised Users
2.1	Admission to, and use of the Library is conditional on observance of this policy, its procedures and associated conditions.
2.2	Subject to 2.3, Library resources, facilities and services may be used by all University staff, students, reciprocates and other users approved by the Manager, Information Resources. Certain users may be required to pay a fee as determined by the Manager, Information Resources.
2.3	Library resources, facilities and services will be made available to users in accordance with licences, contracts, legislation and law.
3.	Borrowing
3.1	Users who are entitled to borrow materials from the library are determined by Manager, Information Resources. The Manager, Information Resources may prescribe specific entitlements for a category of user.
3.2	Registration and Identification
	3.2.1 Staff members and students of the University must be registered members of Librarynet. Further information on the process of registration is available at http://www.librarynet.com.my
	3.2.2 Borrowers shall renew registration at such intervals, and in a manner prescribed by the Manager, Information Resources.
	3.2.3 Loans are issued on presentation of: i. a Swinburne identity card issued to staff and students of the university or ii. an approved borrower card issued to approved borrowers.
3.3	Confidentiality of User Information
	The library collects personal and borrowing information necessary to carry out its function. Information is collected in accordance with the University's <u>Confidentiality of Student Records Policy</u> .
3.4	Loan terms and conditions
	The Manager, Information Resources may at any time prescribe terms and conditions relating to the borrowing of an item. Loan conditions are available at : http://www.swinburne.edu.my/information_resources.php?do=ir_services_for_you#borrowing

3.5	Borrowing Periods
	The Manager, Information Resources may, from time to time, vary borrowing periods for particular items and particular borrowers. Borrowing period information is available at: http://www.swinburne.edu.my/information_resources.php?do=ir_services_for_you#borrowing
3.6	Returning loaned items
	3.6.1 It is the responsibility of the borrower to ensure that all loaned items must be return before or on the due date. 3.6.2 All items must be returned at the lending desk or at the book chutes provided in the library.
3.7	Renewing loaned items
	3.7.1 A borrower may extend the loan period for a borrowed item if there is no outstanding request for the item by the library or any other approved borrower. 3.7.2 Limits on the number of renewals per item shall be prescribed by the Manager, Information Resources from time to time. 3.7.3 Renewal cannot be made if: i. there is an outstanding amount in the Librarynet account ii. Librarynet membership is about to or already expired iii. Library items are reserved by other users iv. If there loaned items are due Renewal can be made at the library lending desk, through telephone, email or online.
3.8	Recalling Loaned items
	3.8.1 Any borrowed Library items may be recalled by the library or an approved borrower. 3.8.2 Recalled items shall be returned to the library by the date specified in the recall notice.
3.9	Reservation
	3.8.1 All approved borrowers are eligible to reserve items that are currently out of loan in the library. 3.8.2 Reservation can be made online at http://www.librarynet.com.my/pls/angkasa/opac3.search_form?pc_product=OPAC The system will automatically email borrowers for the collection date.
3.10	Library items unavailable for loan
	The Manager, Information Resources may prescribe certain items or collections as unavailable for loan or available for loan on a restricted basis.
4.	Reserve Service
4.1	Reserved collections are provided by the library to ensure equitable access to high demand, fragile or expensive items.
5.	Library User Responsibilities
5.1	Library users shall abide by all the following where applicable: (i) policies, legislation and laws including, without limitation, the law of copyright or other intellectual property; and (ii) provisions (whether express or implied) of any licence or other permissions the University has undertaken which facilitate access to and use of any library facilities, equipment and resources.
5.2	The Manager, Information Resources shall prescribe terms ensuring equitable access to services, collections and a pleasant environment that is conducive to study and research.
5.3	Library users have a responsibility to familiarize themselves with the 'Library Use Policy' and the 'Code of Conduct'

6.	Opening Hours
6.1	<p>Periods during which the Library is open shall be determined by the Manager, Information Resources.</p> <p>Further information regarding opening hours is available at: http://www.swinburne.edu.my/information_resources.php?do=ir_quick_links#opening</p>
7.	Notices
7.1	Notices given by the library will be in a form prescribed by the Manager, Information Resources.
7.2	It is the responsibility of the borrower to ensure a current postal or email address is registered with the library.
7.3	Any notice given to a person under this policy, its procedures and associated conditions shall be deemed sufficiently given if sent to that person at the address registered with the Library by posted mail or by electronic communication.
7.4	A notice given to a person shall be deemed to have been received by that person in the ordinary course of mail which has been posted or electronic communication, as the case may be.
8.	Lost or damaged items
8.1	Library users are required to pay replacement cost for damage or lost items plus administration fees. The Manager, Information Resources may impose additional charges if replacement costs are not met within the specified period.
8.2	The replacement cost for lost items is determined by the Manager, Information Resource and is based on the current price if the item is still in print, or the average price for the subject area if the item is no longer available. The price is non-negotiable.
8.3	<p>A borrower may furnish the library with a replacement copy if it is:</p> <ul style="list-style-type: none"> (i) Legal (i.e. no photocopies of books or unauthorised copies of tapes, disks, CD-ROMs, videos or other materials); (ii) Unmarked and undamaged; and (iii) The latest edition of that item. <p>The decision to accept a replacement copy is at the discretion of the Manager, Information Services.</p>
9.	Penalties
9.1	<p>A Library Staff member may:</p> <ul style="list-style-type: none"> i. request a user to produce their identification card or library borrower card ii. exclude from the Library any person using the Library <p>if they breach or threaten to breach this policy, its procedures, or any associated conditions.</p>
10.	Fines
10.1	A borrower who does not return or renew a library item by its due date or time will be liable to a fine as prescribed by the Pro Vice-Chancellor and suspension from borrowing privileges until the library item is returned.
10.2	A borrower who has an outstanding library fine, debt or other charge will have borrowing privileges suspended until the outstanding fine, debt or other charge is paid in full.
10.3	<p>A student borrower who has not returned overdue items, or has an outstanding fine, debt or any other charge will have their exam results withheld and will be ineligible to apply for any award from the university.</p> <p>For rules concerning fines please visit: http://www.swinburne.edu.my/information_resources.php?do=ir_services_for_you#borrowing</p>

11.	Appeals
11.1	In the event of accident, illness or other special circumstances that prevents the return of items by the due date, Library staff may waive fines upon presentation of a doctor's certificate or other suitable evidence.
11.2	A student who is dissatisfied with a decision made by the library may have the matter reviewed in accordance with the General Grievance - Students policy.
11.3	A staff member who is dissatisfied with a decision made by the library may have the matter reviewed in accordance with the University Grievances - Staff policy.

SECTION 3 - PROCEDURE

PROCEDURE

	Procedure steps	Responsibility
1.	Librarynet Registration	
1.1	How to register	
	1.1.1 Complete the registration form which can be obtained from the Lending desk. 1.1.2 Log on to www.librarynet.com.my and sign up. 1.1.3 Complete the e-form (Librarynet Online Member Registration Form) provided. 1.1.4 Submit your application and your Librarynet ID will be displayed. 1.1.5 Submit the complete Librarynet Registration form to the Lending desk to get your account validated.	Borrower
1.2	Checking Librarynet Account	
	How to check Library account and renew loaned items 1.2.1 Log on to www.librarynet.com.my and sign in using Librarynet User ID and Password. 1.2.2 You will be able to see your personal page at this point with information about your account such as transaction, reservation, profile and others. Notice that your name will be on top of the page. 1.2.3 To view the list of items in your account, simply click the <i>My Circulation Transaction</i> . From here, you will be able to see the due date of each loaned item and renew them.	Borrower
1.3	Collection of Fines and Printing	
	1.3.1 All collection of fines and printing must be recorded in the Library Income book provided. 1.3.2 Library collection must : i) be counter checked by another Information Resource Officer or Assistant ii) be sent to Finance Department by 4.00pm daily iii) be submitted to the Finance Department immediately when collection exceeds the pre-determined limit in any day.	Information Resource Officer / Assistant

SUPPORTING DOCUMENTATION

Forms and Records Management

Form	Retention Time	Retention Location
Librarynet Registration Form		http://www.swinburne.edu.my/docs/library/Librarynet_Registration_Form.pdf
Discussion Room Request Form		Discussion Room Request Form

*University Disposal Schedule is available at <http://www.swin.edu.au/corporate/registrar/rms.htm>

Related Material

Name	Location	Document Type
Library Code of Conduct	Corporate website	
Library Loan Conditions	http://www.swinburne.edu.my/information_resources.php?do=ir_services_for_you#borrowing	
Penalties & Fines	Corporate website	
IT Systems Acceptable Use Policy	Policies & Procedures Directory	Policy

SECTION 4 - GOVERNANCE

RESPONSIBILITY

Policy Owner	Manager, Information Resources
---------------------	--------------------------------

VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
1	21 May 2009	Executive Committee	New policy; Previously used SUT Australia policy

POLICY & PROCEDURE DIRECTORY REQUIREMENTS

CATEGORY
Information Support Services

KEYWORDS
Library, Loan, Reserve