

Library and Information Service

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Purpose

To describe how Federation Training will conduct its library and information service.

Scope

This Procedure applies to staff, students and community borrowers.

Rationale

Service Charter

Library staff will work in partnership with the staff and students of Federation Training to provide the resources, environment and services needed for teaching, learning and research.

Library staff will be courteous and supportive at all times and will:

- make resources available to all library users in an equitable manner
- respect each person as an individual
- respond promptly to requests for information and resources
- listen and take appropriate action over any legitimate library concern
- respect your privacy, and ensure that your library borrowing information is secure

Library users can assist by:

- treating library staff courteously and respecting the rights of other library users
- handling all collection resources with care to ensure they will be available for future use
- adhering to the library use guidelines
- reading and responding to library notices in a timely manner
- letting library staff know when equipment fails or resources are damaged so we can repair them as quickly as possible
- planning for information needs in time to obtain needed resources
- providing library staff with feedback by emailing library@federationtraining.edu.au

Library Access

Library users who are entitled to borrow from the Federation Training Library:

- Members of the Federation Training Board
- Staff of Federation Training
- Students or staff currently enrolled at Federation Training or at Institutes with which Federation Training has a contracted agreement to provide services. Students enrolled for two weeks or less may have restrictions applied.
- Students who hold a CAVAL card issued by another Victorian tertiary institution
- Community borrowers are eligible on payment of an agreed fee to Federation Training.

Hours of opening

These are determined by library staff according to expected resource usage, projected student numbers and staff availability.

Procedure

General conduct in the Library

Library staff and library users agree to treat each other and the facilities with respect.

Eating and drinking is allowed in the library.

If a library staff member believes that the conduct of any person is interfering or has interfered with the good order of the library, the staff member may exclude that person from the library for the remainder of the day. The person concerned may be liable for any damage caused by their behaviour.

Students who are persistent or serious offenders will be subject to the 'Managing Inappropriate Student Behaviour Procedure TL 012' which is extended to include suspension of borrowing privileges, withholding of examination results and/or exclusion from the library.

Photocopiers/Scanners

This equipment is available to staff and students in the library. All library users must note the relevant provisions of the Copyright Act (displayed near the equipment) and abide by them.

Computers/Internet

Use of the Internet is governed by the Federation Training Student Account Creation System (SACS) 'Terms and Conditions of Use'.

Borrowing conditions

Library items are available for loan on presentation of a current student identification card, a CAVAL card, staff or community borrower identification, as appropriate.

The number of loans at any one time may be restricted and loan periods may vary according to the item and the person borrowing. Current policies may be viewed at: <http://library.federationtraining.edu.au>

All items borrowed must be recorded before leaving the library. The borrower accepts the responsibility for the care of any item borrowed and for its return in good condition on or before the due date.

Loan periods may be extended at the request of the borrower and the discretion of library staff.

Items may be borrowed from and returned to any campus library.

Library staff have the power to recall any item on loan before the expiration of the loan period.

All library users will receive notification of their overdue items and the consequences if they are not returned. All library users who fail to return library items assumed lost, or contact staff regarding their loans, will receive a tax invoice for the cost of the outstanding items.

All borrowing privileges will be suspended until either the items are returned or the debt settled. Details of student academic results will be withheld.

Staff members are personally responsible for the return of any library items on their record. Failure to do so will result in them receiving a tax invoice for the replacement cost of the items.

Environmental considerations

Library staff and library users are encouraged to abide by the Federation Training's Environmental Policy to improve the efficiency of resource use, avoid and prevent the creation of waste, minimise unavoidable waste, promote recycling, reduce energy consumption, reduce harmful emissions and prevent pollution.

Workplace Health & Safety considerations

Library resources will be shelved according to OHS principles to minimise risk of injury. Staff and library users will take care that the facilities are left in a safe and useable condition for future library users. Wheelchair access will be provided to all library resources – shelving, audio visual equipment, study rooms and borrowing facilities.

Reference and Supporting Information

External Legislative Context

The Copyright Act 1968 and amendments to the Act

Internal Policy and Procedures

Managing Inappropriate Student Behaviour Procedure TL 012

Plagiarism Policy TL 013

Privacy Procedure CM 023

Student Account Creation System (SACS) 'Terms and Conditions'

Federation Training Environmental Policy

Related Web Resources

<http://library.federationtraining.edu.au> for all Library information, including Library Guides and Referencing Guides

Responsibility

The Executive Director Engagement and Capability has responsibility for the maintenance / ownership of this Procedure.

Please Note: For further information or assistance regarding policies and procedures contact:

The Policy Unit | Email: s.columbus@federationtraining.edu.au | Phone: 5152 0706 | URL:
www.federationtraining.edu.au