LIBRARY AND INFORMATION SERVICES POLICY

DEFINITIONS

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at the Australian Chiropractic College (ACC) may differ to that in other higher education institutions are as follows:

Borrower: A User who borrows an Item from the Library.

Graduate Attributes: The qualities, skills and understandings that students will have acquired upon completion of the relevant ACC Program.

ILLS (Inter Library Loan System): A cooperative arrangement among libraries that allows items held by one library (for example books and electronic information resources) to be loaned to a patron/user from another library. If an item is reproduced, whether on paper or electronically (e.g. a journal article), it is referred to as **document delivery (DD).**

Information Literacy: The the ability to find, interpret, evaluate, store and manage information; to reuse it to create new knowledge or solve problems; and to understand that information exists within social, ethical, cultural and legal contexts.

Information services: Encompasses services through which librarians directly supply users with information, but also interfaces created by librarians and adjusted to users through which users could independently find needed information. They can be divided into two main categories: assurance of information needed by users, and awareness of users about available information resources and ability to find the information appropriate to given needs by themselves. In higher education contexts, information services are usually overlapping with teaching and learning services because librarians often educate users while offering information services to users.

Item: Any Library resource that may be borrowed from the Library.

Librarian: The ACC Librarian or nominated representative.

Program: A program of study delivered by ACC.

Staff (Staff Member): All ACC employees (whether full-time, fractional full-time or casual), Conjoint and Adjunct appointees, visiting, exchange or seconded staff from other institutions, and independent consultants and contractors. 'Staff' also includes 'Associates' of the College, embracing volunteers, trainees, people on work placements, and any other persons or personnel with authorised access to College resources.

Student: An individual person who is formally enrolled to study at the College. The 'individual person' is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Unit (or Unit of Study): An element of an ACC Program that has specified student learning outcomes and requires satisfactory performance in assessments that measure student performance regarding learning

outcomes.

User: Any person (including Borrowers) who uses the Library facilities or services, or comes onto the Library premises.

PURPOSE

The Library and Information Services Policy outlines the ACC's commitment to ensuring equitable access to quality Library resources and services for all students and staff and other approved users. It establishes key principles and requirements by which users of the Library may access Library resources and services.

SCOPE

The Policy covers all students enrolled with the ACC, staff members, and any other person who is a user of the Library collection and/or services. The policy is relevant to both physical and electronic collections and access on campus or online, as well use of the Librarian's services, on campus or remotely.

POLICY

1. Overview

The ACC Strategic Plan establishes the College's commitment to excellence in its higher education program delivery and learning experience and the scholarly activities that underpin them.

Accordingly, the Library and Information Services Policy reflects the College's resolve to provide an exemplary Library service that draws on the professional expertise of Staff, responds to the learning needs of students, reflects a commitment to quality assurance principles, and is future oriented.

It demonstrates how the Library:
*   Supports the College's strategic priorities, articulated in the ACC Strategic Plan.
*   Contributes to the development of Graduate Attributes.
*   Provides teaching staff with guidance/direction in developing information literacy skills in their students.
*   Identifies skills that are desirable assets for students' future employment.

Through both a physical and on-line presence, the College Library provides robust, relevant and comprehensive information resources and services in line with the College's Teaching and Learning Plan and ensures that the collection aligns with the prescribed readings recommended in unit outlines of accredited programs.

2. Service Charter

The Library Service Charter is available on the College website and reflects the Library's commitment to working in partnership with Users in order to provide quality service and resources and facilities to students and the academic community, and to support effective learning, teaching, scholarship and research.

This includes, inter alia, a commitment to provide:
*   Highly professional, courteous, readily accessible and responsive service.
*   Relevant Library collections and services that are continuously improved with user feedback, through unit reviews, annual program review and a dedicated bi-annual (every 2 years) library service review, as well as informal ad hoc comments that are received by library staff.
*   Educational support and instruction to assist users to develop information access and literacy skills as a basis for independent life-long learning.
*   Optimal facilities and technology, within available resources, that support effective management of the collection and are conducive to study and learning, scholarship and research.

- Fair, flexible and equitable access for users, including for remote users and those with special needs wherever possible.

3. Authorised Users

The following Users are authorised to borrow from the ACC Library:
- Students enrolled at the College.
- College staff members.
- Members of the ACC Board of Directors and Academic Board, and other sub-committees of these Boards.

The following Users may apply to the Library for borrowing rights, and such rights may be subject to fees as determined by the Librarian:
- Staff and students of other institutions with which the Library has reciprocal or service agreements in place.
- The ACC alumni.
- Other members of organisations and persons as determined by the Librarian.

Library staff may request that a User produce a valid ACC Identity Card or other means of identity connecting them to the College where the User wishes to use Library facilities restricted to those authorised. Any person refusing or neglecting to produce the documentation requested by Library staff may be required to leave the Library premises.

The Academic Operations Officer provide the Librarian with the names of all new valid Library users (staff and students). The librarian in turn creates a borrower record for each new user in the Library Management System. Anyone wanting to use the Library premises or facilities who falls outside of this system can be authorised to use the Library, upon provision of evidence of an appropriate connection to the College, including a reciprocal institutional agreement.

Library users are responsible for all items recorded against their borrower record.

To assist in the maintenance of high quality Library services, Users, who are not students enrolled at the College, College staff members or members of the ACC Board of Directors and Academic Board, and other sub-committees of these Boards, are required to complete the *ACC Library and Information Services User Agreement*, which is available from the Librarian on campus from the College Library.

4. Opening Hours

The opening hours of the Library (physical premises), and conditions for access to facilities and services by Users, are determined by the Librarian and made available at the public entrance to the Library and on the Library website https://acc.intersearch.com.au/cgi-bin/koha/opac-main.pl
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Any variation to standard opening hours shall be notified in advance, through appropriate email communications and/or notices. The Library will normally be closed on weekends and Public holidays; however, the College will review the opening hours of the Library based on student feedback and other internal data on borrowings.

Notwithstanding the above, the College provides 24/7 access to electronic library resources for all authorised users.

5. Conduct

There are a number of rules for the conduct of College library Users that must be observed.

Conduct of persons in the Library must:
- Abide by the ACC Code of Conduct and any other required Library protocols (including Copyright regulations), which may be displayed in the Library or on the Library website.
- Respect the rights of others and behave in a manner not likely to disrupt or inconvenience other users. This includes the following:
  - The library observes zero tolerance of verbal or physical abuse.
  - Noise levels should always be low.
  - Mobile phones and other electronic devices are allowed but should be set to 'silent' or 'vibrate' and used in a non-disruptive manner.
  - During periods of high demand, users of facilities for social purposes may be requested by library staff to relinquish their use until a more appropriate time.
- Respect Library property, and not intentionally or recklessly misplace, misuse or damage any book or other item, furniture or furnishing or facility or equipment.
- Observe restrictions on the type of food and drink permitted in the Library and any locations where they are not permitted. Drinks (excluding alcohol) in covered containers and cold dry snacks are permitted, whereas hot food, meals or foods with a strong odour are not allowed.
- Not post or display notices in the Library except as permitted by the Librarian.
- Not film or take photographs within the Library, unless prior permission has been given by the ACC Librarian. Photography or filming of staff or students or any other person is not allowed without their permission.
- Abide by the Acceptable Use of Internet and Computer Facilities guidelines in the ACC Student Handbook.
- Abide by any reasonable request by a Library or other ACC staff member, including following their directions in situations requiring emergency procedures or evacuation.

A person who is in breach of the above may be required to leave the Library and/or be excluded from the Library or specific Library facility, by the Librarian. Serious breaches by ACC students or staff will be addressed in accordance with staff or student disciplinary procedures and may include penalties. Commonwealth and/or State law may also be relevant in some cases and users may incur personal liability. The relevant policies and procedures include the Work, Health and Safety Policy and Procedures and the Code of Conduct, which can be accessed through the College website.

6. Borrowing Items

The Librarian shall determine the:
- Maximum period of loan for each category of Item and each category of Borrower.
- Maximum number of items which may be borrowed by each category of Borrower.
- Approval of different loan arrangements, on application by a Borrower.
- Manner in which the loan of items from the Library is recorded.
- Suspension of borrowing rights, due to failure to return items as appropriate.

A Borrower is responsible for returning borrowed items:
- On or prior to the due date.
- To the appropriate, official return point.
- In the same condition/state of repair as when the items were borrowed (subject to reasonable wear and tear).

The due date for return of a borrowed Item shall be stated on the loan confirmation issued at the time the Item is checked out for loan. Items on loan may be recalled by the Librarian at any time. Recalled Items must be returned by the new due date.

No item may be taken from the Library premises under any circumstances unless the loan of that item has been recorded. Users may be required to present bags for inspection when leaving the Library or when staff reasonably suspect that a User is in breach of the Library policy.

7. Standard Loans

Unless otherwise indicated on the item, the standard borrowing period is 28 days.

Exceptions to this include items marked as Overnight Loan (due back the next day that the College is operating), or as Reference (not for loan – although there may be room for negotiation). Loans may be renewed if nobody else has reserved the item.

8. Lost, Stolen or Damaged Items

A Borrower must notify the Librarian immediately if a borrowed Item suffers from loss, theft, damage or misuse. The librarian may determine an item as lost by the Borrower after a period of non-return.

In the event of the above, the ACC will require the Borrower to pay a replacement fee, comprising the cost of the Library's repair or replacement of the Item, and a non-refundable administrative charge in respect of each Item. The Librarian will inform the Borrower of the fee and provide payment details. A Borrower's borrowing rights will be suspended until all fees incurred are resolved or the Borrower returns outstanding Items.

9. Notices

Any notice issued by the Library to a Borrower shall be sent to the Borrower's email address registered with the College administration and/or the Library.

If no email address has been registered, the notice shall be sent to the Borrower's residential address.

Borrowers are responsible for notifying the ACC of any change to their email or residential address. Failure to receive notices does not constitute the basis for waiver of a late fee

10. Student Equity

The ACC recognises that students may be confronted with emergencies such as illness, travel, pandemic restrictions and other unforeseen urgent situations or commitments. The library will provide flexibility if students are able to provide documentary evidence that demonstrates a reasonable basis for not returning the item on time or for special consideration regarding means of access to information resources.

11. Fees

Library fees and charges will be determined by the College Librarian.

All the ACC staff and students have standard access to Library collections and services to support their teaching, learning and scholarship, with no additional fees and charges for standard access. This includes the remote student library service, which provides inter alia electronic or scanned copies of resources.

Fees and charges may apply, for example, for:
- Replacement of lost, stolen or damaged items.
- A high number of requests for delivery of documents and/or interlibrary loans, or Urgent ILLS which incur a fee from the supplier.
- External user access to collections and borrowing of items.

Library borrowing privileges may be suspended if an item is returned late, or not returned within a negotiated period. The College may also hold student results if the student has not returned the item(s).

The fees and penalties are designed to assist students by maximising access to, and availability of, library resources. Any suspension of borrowing privileges or other penalty will be at the discretion of the College Librarian, who will take the User history of library use into account.

12. Exclusion of Liability

The Library is not responsible for any loss of or damage to personal items brought into the Library by Users.

13. Copyright and licensed resources

Library Users must abide by College guidelines as stated in the Student Handbook, and must not undertake any copying, using Library equipment or facilities, in infringement of the Copyright Act 1968 (Cth).

Users of licensed electronic resources must abide by terms and conditions of use as published on the Library website or on relevant notifications upon access to resources in question.

14. Collection Acquisition/Development

The Librarian, with the guidance of the Academic Dean andProgram Coordinators, are responsible for providing recommendations through the Program Development Committee to the Academic Board, for the principles to be observed in decision-making on Collection Acquisition and Development

These principles will assist in guiding the selection, acquisition, management and withdrawal of information resources in order to achieve and enhance the learning, teaching, scholarship and research endeavours of the College. They will take into account relevance to current and emerging College teaching and learning programs, patterns of usage and student growth, quality and currency of content, and access and licensing conditions.

The College's most recent statement on Library and Information Services Collection Development Statement is available through the ACC website. It aligns with the ALIA Australian Library and Information Association *December 2020 Free access to Information Statement*.

15. Roles and responsibilities

The Academic Dean, in consultation with the College Librarian is responsible for oversight of the continuing development/improvement of the Library and Information Services Policy and may delegate all or any of the powers and functions in this policy, to the College Librarian.

All College students and staff and other Library Users must abide by the Library and Information Services Policy and related policies, procedures and protocols.

Users are also expected to actively participate in induction sessions at the commencements of each teaching period, to take advantage of learning and information sessions and tutorials on offer throughout the ensuring learning and teaching period; assist the library in the evaluation of resources and services; make any requests for materials and services as early as possible; and find resources independently of staff wherever possible.

The Library and Information Services Policy is reviewed and approved by the Academic Board. The Academic Board will also monitor the performance of the Library. It will examine data provided by the Learning and Teaching Committee, drawn from student survey results (unit and annual program feedback) and other performance data such as library access and borrowings. The Academic Board will also ensure that relevant recommendations on library resourcing are accorded due consideration by Management and the Board of Directors to ensure alignment with student growth and evolving/changing strategic priorities.

POLICY REVIEW

The ACC Library and Information Services policy will be reviewed every five years, or more frequently as appropriate.

RELATED POLICIES/DOCUMENTS

- Library Services Charter
- Library and Information Services Collection Development Statement
- Library and Information Services User's Agreement
- ACC Strategic Plan
- ACC Student Handbook.

VERSION CONTROL

Document: A017 Library and Information Services Policy		
Responsible Officer: Academic Dean		
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HESF	3.3 Learning Resources and Educational Support	
Version: V3.0	Replaces Version(s): V.2	Next Review: July 2028
Nature of Change	December 2021 • Change of Policy Title • Minor spelling, other text and formatting edits • Additional Definitions • Reference to additional supporting documents (Library Service Charter, Collection Development Statement and User's Agreement) December 2022 • Changed approval authority to the Academic Board • Amended to cover the Diploma and the Degree • Minor changes to reflect staff organisational changes and typos. July 2025 • Governance changes • Update links • Remove funding recommendation to the Board.	