LIBRARY FRAMEWORK

LIB-STA-01

Objects of Excelsia College

Motivated by the Christian faith, as expressed by the Apostles' Creed and Nicene Creed, with fidelity to the Scriptures as the Word of God, the objects of the College are the advancement of the Christian faith and higher education.

1 Policy statement and principles

The purpose of this framework is to ensure that the facilities of The Gordon Moyes Library of Excelsia College are fit for the educational and research purposes and activities of the students, staff, and alumni of the College, as determined by the academic programs delivered by the College. It aligns with and seeks to support the goals summarised in the College's Learning and Teaching Plan.

The library seeks to support the College's vision to contribute to making a better world through active participation in a life-transforming global Christian learning community by:

- resourcing the research, scholarship, learning and teaching endeavours of the College

- providing quality service to students, staff, and alumni

- providing awareness of and advancing information literacy skills of library users.

This framework defines the scope and nature of the library collection to ensure up to date, accessible resources for the informational, educational and reference needs of library users, and outlines the principles, practices, and processes of the library in acquiring and providing resources to the multicultural and multidisciplinary community of staff and students at the College. Information literacy is a prerequisite for lifelong learning, enabling students and staff of the College to recognise when information is needed, and to locate, evaluate and use information in an effective manner. The library seeks to develop information literacy skills across the whole College community and this framework therefore outlines how the library can assist students and staff in recognising when information is needed and in having the capacity to provide, locate, evaluate, and use effectively the information found.

The College's approach to this framework is guided by the following principles.

1.1 Library use and access

a. The library seeks to provide facilities and resources that are conducive to study and research and accessible to all College students, staff, and alumni, including all College distance students and staff.

b. Prior to a resource being borrowed from the library:

- it is confirmed that the borrower has a valid College ID card, and in the case of alumni the library will assign a borrower barcode

- a check is carried out to ensure there are no overdue borrowings or fines. Before further borrowing will be permitted, borrowings must be returned, fines paid, or the matter otherwise resolved.

c. Students may usually borrow 5 resources and staff usually 7 resources at any one time. External (off-campus) students may borrow 5 resources.

d. External students only may borrow a resource for 21 days.

e. The loan period for books will usually either be

- 3 days or 7 days (restricted loan)

- 14 days.

f. Resources with a loan period of 14 days may be renewed once if the resource has not been reserved by another user.

g. Closed Reserve resources must not be removed from the library.

h. Overdue restricted loans or overdue reserved resources will incur a fee of $1 per day, capped at $50.

i. Staff and students with overdue resources will be prevented from borrowing further resources. Students with overdue resources at the end of semester will be unable to access course results or enrol in further units until the matter is resolved.

j. If a resource is not returned within 90 days of its due date, it will be categorised as lost.

k. Damaged or lost resources will incur a $50 replacement fee. If the original resource is returned, then this replacement fee is waived.

l. Students who fail to finalise matters relating to overdue library resources or unpaid library fines or fees will not be eligible to graduate.

m. All collection resources are to be copied in accordance with Australia's *Copyright Act 1968*.

1.2 Collection management, acquisition, and development

a. The library collection should span the entire Dewey catalogue, but items may be excluded where the subject matter is not relevant to any College courses. Material may also be excluded on the grounds of price, language, or physical formats for which the library does not hold the equipment to enable its use, e.g., microfiche.

b. The library should hold a copy or copies of all resources listed on course unit outlines and reading lists issued to students.

c. Acquisition of resources should consider student numbers and the cost of both print and electronic materials in the disciplines offered by the individual Schools.

d. Preference is always given to the purchase of electronic material.

e. All cataloguing is done in accordance with industry standards, the library's cataloguing system, and national networks, and will be completed in a timely manner.

f. The collection is regularly reviewed for deselection and weeded to ensure collection resources which are obsolete are withdrawn.

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g. Stocktakes will be scheduled at a time when there will be minimal interruption to the day-to-day running of the library, such as mid-year or year-end breaks.

h. Required resources will be purchased in a timely and efficient way.

i. Acceptable and realistic budgetary levels are allocated to the library to ensure equitable distribution of funds across the various Schools.

1.3 Information literacy

a. The College is committed to ensuring that:

   i. information literacy is promoted to all College students and staff

   ii. all students have the opportunity to develop information literary skills

   iii. all teaching staff have access to the skills and support to embed information literacy skills in their courses

   iv. information literacy resources are up to date and accessible to staff and students

   v. group and individual training are provided by the library to support staff and students with information literacy.

Non-compliance with this policy framework may result in disciplinary action in accordance with Excelsia College by-laws.

2   Scope

This policy framework applies to all College staff and students.

3   Roles and responsibilities

The following stakeholders have a responsibility in relation to this policy framework.

Role	Responsibility
Library Manager	• Reviewing the library budget annually in conjunction with the Chief Academic Officer • Approving any library purchases up to $3,000 • Undertaking acquisition tasks once a purchase order has been signed • Notifying the appropriate Head of School or staff member when new stock arrives • Deselecting or weeding the collection • Implementing stocktake of the collection and providing a Stocktake Report to Learning and Teaching Committee

	• Providing resources and one-on-one or group training to students and staff regarding information literacy • Updating the homepage of the library catalogue with relevant information • Designating one copy of high demand resources as a 3-day restricted loan • Cataloguing using the library management system Liberty • Processing fines and fees incurred through overdue, lost or damaged resources • Processing borrowing and returns • Providing advice to students on copyright in line with the College Academic Integrity Framework and the College's Guidelines for Academic Writing Academic Style Manual • Assisting staff or students requesting the use of audio/visual resources available in the library • Monitoring the library collection to ensure that resources are correctly shelved, and to identify missing or damaged stock • Exercising appropriate work health and safety when moving resources • Notifying students at end of semester with any overdue resources • Providing a list of all students with outstanding library resources to the Deputy Registrar • Resolving disputes regarding overdue loans, fines and replacement fees, or lost and damaged resources • Arranging an assessment of damaged resources to determine cost, materials and expertise required and practicality of repair or replacement • Ensuring that regular checks are conducted to ensure library equipment is operating effectively • Implementing and maintaining this framework
Library staff	• Assisting library users in self-checkout borrowing • Assisting library users in finding resources using the library catalogue • Assisting library users in printing • Basic processing of physical resources such as sticking labels on books • Shelving resources correctly • Tidying the collection and ensuring resources are in the correct order • Exercising appropriate work health and safety when moving resources
Chief Academic Officer	• Reviewing the library budget annually in conjunction with the Library Manager • Approving any library purchases over $3,000

Heads of School	• Recommending to the Library Manager new library resources as appropriate
Students	• Following this framework when using the library • Engaging in training around information literacy and how to use the library
Chief Financial Officer	• Approving any library purchases over $5,000
Finance Department	• Attaching a record of a library user's fine or fee to their record • Processing payment of fines or fees • Sending the Library Manager confirmation that a fine or fee has been paid
Board of Directors	• Approving the annual library budget

4 Definitions

For the purpose of this policy framework, the following definitions apply.

Term	Definition
ANZTLA	Australian and New Zealand Theological Libraries Association, of which the College is a member. The Association seeks to foster the study of theology and religion by enhancing the development of theological and religious libraries and librarianship.
Collection	Collection is a collective term that refers to all scholarly resources, both physical and electronic, held by the College library.
Course unit outline (CUO)	A document that states the approved structure, prescribed and recommended readings, and assessment of a unit within a College course.
Database	An organised collection of records or resources that can be searched and browsed using a computer or device. Some databases are subject-specific, while others cover a range of subjects. The College provides a range of databases relevant to its courses to ensure staff and students have readily available access to their study and research needs.
Independent Higher Education Australia (IHEA)	Independent Higher Education Australia, of which the College is a member. IHEA is a peak body representing independent higher education providers in Australia.
Information-literate person	This individual: • recognises a need for information and determines the extent of information needed • accesses information effectively and efficiently • critically evaluates information and its sources • classifies, stores, manipulates and redrafts information collected or generated • incorporates selected information into their knowledge base

	- uses information effectively to learn, create new knowledge, solve problems and make decisions - understands economic, legal, social, political and cultural issues in the use of information - accesses and uses information ethically and legally - uses information and knowledge for participative citizenship and social responsibility - experiences information literacy as part of independence.[1]
Liberty	The library management system used in the library, also known as Softlink Liberty Version 5. This is a web-based system that enables management of the collection, cataloguing, stocktake, deselection, borrowing and returning, as well as other library management needs. Support is provided by the Queensland-based Softlink company via telephone or email.
Prescribed text	Texts prescribed by academic staff to support courses at the College.
Recommended reading	Any scholarly resource identified by academic staff as essential items to support a course at the College. Recommended readings are specified on the course unit outline and can include books, journal articles, and other resources.
Reserved resource	Any resource out on loan that has been requested by another library user for borrowing upon the return of that resource.
Restricted loan	A resource for which the loan period is shorter than 14 days, usually 3 days or 7 days.
Resource	A scholarly resource in any format that contains content directly and may include records that describe and point to resources (that contain content) relevant to the College community. Resources reflect the full range of courses and research activities at the College. Resources may include books, journals, journal articles, databases, visual and audio content and other types of resources.
Summon	Summon is discovery layer software which allows students and staff to search all library resources (including the library catalogue, databases, and the electronic books) on one platform and is available via the Excelsia library home page.

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[1] Bundy, A. (Ed.) (2004). *Australian and New Zealand information literacy framework: Principles, standards and practice* (2nd ed.). Australian and New Zealand Institute for Information Literacy, Adelaide.

5   Procedures

5.1 Information literacy

a. The Library Manager instructs students and staff both formally and informally as to how to effectively use the library systems and resources and to assist faculty with their teaching and research needs.

b. The Library Manager works with academic and administrative staff to:

     i.   identify information needs within the College

     ii.   develop and implement information literacy programs and tutorials.

5.1.1 Resources

a. The library contributes to the orientation of newly enrolled students through guided reader education programs. These programs encompass familiarisation with:

- the library page on the College website

- the locations and layouts of College collections

- computer terminals

- support for students with impairments or disabilities

- operating hours

- one-on-one tuition (where necessary) in using the library's database and search tools

- online resources

- accessing lists of useful resources for disciplinary fields

- contributing to suggestions and evaluations.

b. The Library Manager keeps abreast of new technologies and works with academic staff to raise information literacy across all disciplines.

c. The Library Manager regularly updates information literacy resources, and this may include Zoom classes, written material, short videos and one-on-one instruction.

d. The Library Manger publishes relevant information literacy material on the College online learning portal ExO.

e. The homepage of the library catalogue is updated by the Library Manager with relevant information for both students and staff, such as helpful tips for research, essay writing and referencing.

5.1.2 Training

a. The Library Manager is available between 9am and 5pm Mondays to Fridays for individual instruction on library use and database searching. Students may also attend one-on-one or small-group demonstrations of the library resources at other times.

b. During orientation, students are:

-   required to watch a short video about the library

-   given opportunities to participate in classes on how to use the library via Zoom.

c. During early semester:

-   The Library Manager initiates student library visits as follow-up to orientation. Library visits are designed to help new students with their first assignment. During these visits, the Library Manager gives a general overview of the library resources, instruct students on how to use the library catalogue, notifies students of how to use Summon and instructs students in the use of the library. This information is also provided in the library and on the library homepage of the College online learning portal ExO.

d. Throughout the semester:

-   The Library Manager follows up any initial training with visits to individual staff members to offer extra classes that reinforce how to search the library catalogue, search Summon and find resources in the library.

5.2 Collection

5.2.1 Budget

a. The College library acquisitions budget allocates funds for library resources to each School.

b. Allocation of funds between disciplines may vary slightly each year to facilitate more extensive purchases when a course undergoes changes, including due to course major reviews once every five years.

c. The budget allocates funds for maintaining and upgrading library facilities, including but not limited to shelving, computers, hardware, software, databases, keyboards.

d. The Library Manager and the Chief Academic Officer review the budget annually and it is approved by the Excelsia College Board of Directors.

5.2.2 Acquisition

Selection
a. Selection criteria of new resources include:

-   whether it is relevant to disciplines and courses offered by the College, for example, it is a prescribed text or recommended reading in the course unit outline

-   content value

- currency

- authoritativeness

- availability of material in other publications

- cost

- whether the resource is available in an electronic format

- relationship to existing collection

- the appropriateness and cost effectiveness of licence conditions (electronic resources only).

b. The responsibility for selection of resources is at the discretion of the Library Manager, but Heads of School and other academic staff may recommend material for purchase. Suggestions for new resources should be forwarded to the Library Manager via email and should include as much information about the resource as possible. Resource requests and orders should be placed well in advance of need to allow for unexpected delays.

c. All requests for new databases should be forwarded to the Library Manager before the budget is prepared in October/November of each calendar year. This allows the Library Manager to trial the new databases and to put the costs in the budget for the following year.

d. The Library Manager will, from time to time, arrange free trials of new databases and Heads of School will provide feedback as to their suitability for purchase.

e. Approval for the purchase of library resources is aligned to PO-FIN-05 Financial Delegations.

- If a resource costs more than $300, the library may consult with the Head of School to ascertain specific student needs and numbers.

- Any library purchases over $3,000 (e.g. database subscription) must be approved by the Chief Academic Officer.

- Any amounts over $5,000 must be signed by the Chief Financial Officer. The code for the School's budget to which the order will be charged must be noted on the purchase order.

Purchase
a. When new courses are written, or course unit outlines are updated, it is often necessary to purchase large numbers of resources at one time. Lists of required resources are supplied by the relevant School to the Library Manager who then locates where these resources can be purchased at the best price.

b. Library resources are acquired through the following means:

- online book suppliers (e.g. Fishpond, Amazon, Book Depository and Booktopia)

- publishers (e.g. catalogues and press releases received from publishers, publisher websites)

- booksellers (visits from booksellers, or visits to booksellers)

- individual requests

- ANZTLA consortium, of which the College is a member to gain maximum value for expenditure on databases

- IHEA consortium, of which the College is a member, for cooperative purchases on print and online journals and databases

- donations, which will only be accepted after consultation with the Library Manager. Library donations will be assessed by the same criteria as any other material, i.e., does it fit with the collection, is the physical condition acceptable etc. The College reserves the right to dispose of donations by discard, transfer, or sale.

c. The Library Manager will conduct bibliographic checks and then decide on a vendor. Priority will be given to vendors who supply promptly, offer good discounts, and provide useful feedback on order status.

d. New resources are ordered using a College purchase order.

  i. Once signed by the appropriate authority (refer to PO-FIN-05 Financial Delegations), the order is placed by email, or online to the supplier.

  ii. All library purchases are recorded on the acquisition module of library management system Liberty to monitor all purchases and individual School budgets.

  iii. Resources received are checked against the invoice, and the supplier notified for damaged, missing or incorrect resources.

  iv. The order is located in the purchase order book against the relevant order number and the resources are received into the system. Invoices are processed in accordance with the Purchasing Procedure (WP-FIN-08).

e. New subscriptions for databases are placed from the start of the next calendar year or volume, whichever occurs sooner.

5.2.3 Cataloguing

a. All physical material acquired by the library is catalogued using the Dewey Decimal Classification and maintained on Liberty. The Library Manager uses a protocol called Z-cataloguing to copy records from the National Library of Australia (NLA) and download them into Liberty. Where records are not available from the NLA the Library Manager constructs an original record of the resource using available information and catalogues the resource to add it to the collection. These records are regularly indexed into Summon.

b. Priority is given to prescribed and recommended resources.

c. If a resource is listed in a course unit outline as a prescribed text, one copy only of the text is placed into Closed Reserve as students are advised to purchase personal copies of prescribed texts.

d. If a resource is listed as a recommended reading or on the reference list of a course unit outline, it is categorised as a 7-day restricted loan.

e. If a resource is in high demand evidenced by its borrowing record and a high number of reserves on the resource, the Library Manager will designate one copy of the resource as a 3-day restricted loan.

f. If a resource is no longer required reading for a current unit, it is reassigned a 14-day borrowing status.

g. All physical material should be given a spine label and security strip.

h. New resources are displayed near the circulation desk.

i. As soon as new stock arrives the Library Manager notifies the appropriate Head of School or staff member.

5.2.4 Preservation activity

a. To ensure a library environment conducive for the storage of library resources:

    i.   Regular pest control services should be employed

    ii. The library should be kept well ventilated and have good insulation.

5.2.5 Deselection

a. Criteria for removal or deselection of a physical collection resource during the deselection or weeding process include if the resource:

    • is misleading, factually inaccurate, and/or offensive

    • is damaged or worn beyond mending or rebinding

    • has been superseded by a new edition or another book on the subject

    • is irrelevant to the needs of the College

    • may be obtained as an electronic resource

    • has a minimal or no borrowing history

b. The Head of School may be consulted regarding a resource to be deselected if:

    • it is unclear how the resource or subject fits into the collection

    • the resource relates to a course where there have been changes

    • the resource contains controversial material

    • the resource has not been borrowed but may contain unique material relevant to a course.

c. If a resource is determined by the Library Manager to be removed from the collection, the resource's entry is removed from Liberty, stamped with 'CANCELLED', and library identification removed.

5.2.6 Stocktake

a. The library regularly conducts a stocktake of the collection. Stocktakes are conducted on a section-by-section basis, with the whole collection completed once every three years.

b. The objectives of the stocktake are to:

- maintain the validity of the library catalogue

- ascertain if there are any missing resources and flag the need for replacement

- alert students and staff to resources missing in the collection.

c. Lending and returns can be recorded on Liberty during stocktake.

d. To ensure ease of process, the following steps should be taken for a stocktake.

i. Send notice to all students and staff announcing the recall of resources for the section undergoing the stocktake.

ii. Print the report for all overdue resources from library catalogue.

iii. Check shelves for resources before contacting borrowers.

iv. Email or phone borrowers of resources in the section undergoing stocktake.

v. Prior to start of stocktake check all resources are strictly ordered according to Dewey Decimal Classification.

vi. Prior to start of stocktake review the collection and deselect or weed resources as per deselection criteria.

vii. Proceed with stocktake according to the Liberty Version 5 Manual.

viii. Use handheld barcode scanner as per scanner instructions. Scan one or two bays of resources at a time.

ix. Download the scanned data as per scanner instructions and save the file on SharePoint.

x. Following Liberty instructions, load all files together.

xi. Print missing resource report from Liberty and check these resources against the shelf.

xii. Resources missing in the previous stocktake should be marked as withdrawn.

xiii. Print report of withdrawn resources for consideration for repurchase. Any resources that are not to be reordered should be removed from the catalogue.

e. At the completion of each stocktake the Library Manager prepares and submits a Stocktake Report for the following Learning and Teaching Committee. This report should include the total

number and value of resources in the stocktaken section, number of missing and withdrawn resources, highlight any issues associated with the stocktake such as planning, health and safety, equipment, and conclude with any recommendations.

5.2.7 Evaluation

a. The library collection will be continually reviewed. Relevant evaluation criteria include:

- the growth of the collection in different areas, and the usage of individual resources in those areas

- age of the publications, and whether they are standard works or of peripheral interest

- the importance of the subject within the educational framework of the College

- the development of the library collection.

b. The library will continually review the use of electronic databases and make recommendations to the Heads of School and Chief Academic Officer for the following calendar year.

c. Gaps in subject areas should be addressed according to Collection Management, Acquisition and Development Policy.

5.3 Circulation

5.3.1 Borrowing

a. Using the circulation module of Liberty, the borrower's ID card is scanned, then the resource barcode is scanned, adding the resource to the borrower's loan record.

Loan periods

a. The loan period of library material is designed to allow for equitable use for the students and is indicated on the date due slip.

b. The Library Manager may have wide discretion to increase the loan periods, or the number of resources borrowed in the general collection, i.e. resources that are not restricted loans.

Online databases

a. All students and staff are given access to Summon and the library facilities upon enrolment or commencement of employment.

b. The staff induction and student orientation processes include familiarisation with the library's locations, collections, resources, and services.

5.3.2 Returns

a. Resources returned to the library are placed in the Returns Box or After Hours Shute.

b. Barcodes of returned resources are scanned, thus removing the resource from the borrower's record.

c. If the returned resource has been reserved, Liberty alerts staff via a message on the screen. Reserved resources are set aside, and the requesting borrower notified.

d. The resource is placed on the shelving trolley or repaired if damaged, prior to re-shelving.

e. The resource is returned to its correct place in the collection promptly to facilitate easy location of resources by library users, and at the same time ensure that the classification order is maintained.

5.3.4 Overdue resources

a. All students and staff are emailed automatic overdue notices via the Liberty system. The third notice informs that the borrowing rights of the library user are suspended until the overdue resource is returned.

b. Once a resource has been overdue for 90 days past its due date, it is categorised as 'lost' on Liberty and the catalogue record of the resource is altered to indicate that the resource is missing until it is replaced.

c. The Library Manager notifies students at end of semester with any overdue resources, informing them that course results or further course enrolment will be withheld until resources are returned, fines paid, or the matter otherwise resolved.

d. At the end of each semester the Library Manager provides a list of all students with outstanding library resources to the Deputy Registrar so that course results or further course enrolment for such students can be withheld until resources are returned, fines paid, or the matter otherwise resolved.

5.3.5 Fines and fees

a. Payment of overdue fines and replacement fees is via the Finance Department.

    i.   The Library Manager notifies the Finance Department of the fine or fee.

    ii. The Finance Department attaches a record of the fine or fee to the student's file and processes payment of the fine or fee.

    iii. The Finance Department sends the Library Manager confirmation that the fine or fee has been paid.

b. When receiving payment of an overdue resource fine or replacement fee, the Library Manager issues a receipt generated from Liberty.

c. Disputes about overdue loans, fines, and replacement fees, or lost and damaged resources must be referred to the Library Manager for resolution.

5.4 Copyright

a. Copyright regulations are clearly displayed near the computers, photocopiers and audio equipment reminding patrons of their legal obligations.

b. The Library Manager may provide advice to students on acknowledgements and referencing for assignment and essay purposes in line with the College Academic Integrity Framework and the College's Guidelines for Academic Writing Academic Style Manual.

5.5 Printing

a. Printing charges are:

- 10 cents per A4 black and white page

- 75 cents per A4 colour page.

b. Students may load money for printing and photocopying onto their student ID card via the Papercut system, available through the library computers.

5.6 Audio and visual facilities

a. The Library Manager may assist anyone requesting the use of audio/visual resources available in the library.

5.7 Maintenance

a. The library collection is monitored at regular intervals to ensure that resources are correctly shelved, and to identify missing or damaged stock.

b. Damaged resources are reported to the Library Manager who arranges an assessment to determine cost, materials and expertise required and practicality of repair or replacement.

c. When moving resources, staff must exercise appropriate work health and safety. A professional book moving trolley is provided for shelving.

d. The Library Manager ensures that regular checks are conducted to ensure library equipment is operating effectively. Problems with equipment operation and maintenance should be rectified or referred to the appropriate service contact.

e. Library supplies are monitored and replaced as required by the Library Manager, usually by ordering through Finance Department.

6   Document status and governance

Responsible Officer	Library Manager	Date created: August 2022 Date of last review: August 2022
Approving Authority	Academic Board	Meeting date: 11 August 2022 Agenda item number: 8.4
Endorsement	Learning and Teaching Committee	Date endorsed: 19 July 2022 Agenda item number: 8.2.3
	Management Committee	Date endorsed: 5 August 2022 Agenda item number: 8.4

Publication	Version 1 (Public)	August 2022
Related documents and references	**External documents** _Copyright Act 1968_ TEQSA Guidance Note on Staffing, Learning Resources and Educational Support **Internal documents** PLA-GEN-04 Learning and Teaching Plan ACA-STU-01 Academic Integrity Framework STU-G40 Guidelines for Academic Writing Academic Style Manual PPR-STU-09 Graduation Policy and Procedure FIN-STA-01 Financial and Administration - Staff Framework	
HESF	2.1, 3.3	
Review date	Review of Version 1	August 2025

7   Document history

This policy framework has been amended as follows:

Version	Approved by and date	Sections amended