1. Scope
These procedures apply to all Laureate Australia Library patrons, including:
- Laureate Australia staff and students
- Laureate Australia alumni
- Staff and students from providers with which Laureate Australia has reciprocal borrowing arrangements
- Other libraries through inter-library loan and document delivery services
These procedures cover the entire library collection.

2. Laureate Australia Library
The Laureate Australia Library enriches the quality of study and advances intellectual discovery by connecting people with knowledge.

The Laureate Australia Library encompasses all libraries, with regional locations serving all campuses. 2016\(^1\) marks the unification of Torrens University Australia, Blue Mountains International Hotel Management School (BMIHMS) and THINK libraries into one library, forming a streamlined, more efficient and cohesive unit which will offer consistent services to all clients, in all places, and provide a strong foundation from which to extend its role in overall teaching and learning outcomes.

The library plays a key role in providing a high-quality student experience by:
- providing high quality library services and information resources which support learning and teaching
- contributing to the attainment of a student’s graduate attributes through the development of information literacy skills
- ensuring library services and information resources are accessible to all patrons independent of their location and/or mode of study.

3. Loan Periods
Loan periods are determined by factors such as type of material, perceived or observed demand, or in some cases, value.

The aim of this document is to ensure that patrons have equitable access to the information they require for the purpose of completing assignments and other educational purposes. Consequently, loan periods may alter from time to time to meet changes in perceived demand.

4. Library Resources
Library resources are delivered in a variety of formats including books, serials, databases, multimedia material and realia, reflecting the varied learning and teaching goals.

\(^1\) At the time of update to this document version, all three (3) Laureate Australia providers’ libraries are using different systems, so there are some exceptions to processes which are unavoidable until unified systems are in place.
### Loan categories and conditions – summary information

<table>
<thead>
<tr>
<th>Category</th>
<th>Items applied to</th>
<th>Loan term</th>
<th>Maximum number of items</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>THINK and Torrens University Australia (excluding Torrens University Australia students undertaking BMIHMS courses)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reference</td>
<td>Reference collection items</td>
<td>Not for loan</td>
<td>n/a</td>
</tr>
<tr>
<td>Standard loan</td>
<td>Books, CDs, DVDs, realia, journals</td>
<td><strong>On campus students</strong>: One (1) week (Maximum of three (3) renewals if not reserved by another patron)</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Online students</strong>: Two (2) weeks (1 renewal if not reserved by another patron)</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Staff</strong>: four (4) weeks</td>
<td>5 (discretionary)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Alumni</strong>: one (1) week (not renewable)</td>
<td>2 (discretionary)</td>
</tr>
<tr>
<td>Teacher reference</td>
<td>Teaching material</td>
<td>One trimester</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Blue Mountains International Hotel Management School (including TUA students undertaking BMIHMS courses)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Closed Reserve</td>
<td>Closed Reserve collection items</td>
<td>Not for loan</td>
<td>n/a</td>
</tr>
<tr>
<td>Scholarship Texts</td>
<td>Eligible scholarship students – prescribed textbooks</td>
<td>One study period</td>
<td>n/a</td>
</tr>
<tr>
<td>Standard Loans</td>
<td>Books, DVDs, magazines</td>
<td>10 books, 4 DVDs, 4 magazines 1 week loan with 1 renewal</td>
<td>10 books 4 DVDs 4 magazines</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Alumni – 2 weeks</strong></td>
<td>2 items</td>
</tr>
<tr>
<td>Academic Journals</td>
<td>Not for loan</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 5. Student Loans

#### 5.1 Student Library Accounts

Library Management System (LMS) Patron Accounts are automatically created by the transfer of records from the *Student Records Management System*, establishing student as a library patron in the LMS, enabling them to borrow, manage their loan activity online, and access to all library subscribed digital resources. A student’s library account is activated once they have logged into their Blackboard account for the first time. BMIHMS and the Southern School of Natural Therapies (SSNT) manually create student records.

Upon enrolment, the student is also issued a student ID card. This card entitles full use of the collection, and must be presented to library staff when borrowing items. For BMIHMS students, including Torrens University Australia students enrolled in BMIHMS courses, visible name badge will suffice.
5.2 Loan Conditions
Students may borrow items from eligible loan categories as per the Loan Categories and Conditions table in section 4.

Students are sent courtesy notices via email, to assist them in managing their loans:
- **First notice:** sent electronically before the due date, an ‘almost due’ reminder notice
- **Second notice:** one day post-due date, reminding them that the item is overdue, and any penalties which may apply.
- **Third notice:** 7 days post-due date, repeat reminder
- **For BMIHMS students:** Overdue notices are printed and delivered to student rooms by student porters as part of their Rooms Division/Front Office applied training.

These are courtesy notices only – students must not rely on them to know when items are to be returned.

5.3 Overdue penalties
- Items not returned by the due date will attract a fine of 50¢ a day per item.
- When fines or fees reach $30.00 borrowing privileges will be suspended until paid in full.
- Total maximum penalty charge is $60.00 per item.
- All books must be returned before the end of the study period.
- Transcripts, testamurs and graduation will be withheld until all library debts have been paid.

5.4 Payment of penalties
**Think/Torrens Campus libraries:**
Payments processed at the library can only be done via a debit card, via the self-check kiosk EFTPOS machine.
Penalties over $30.00 will be recorded on the student’s record and an invoice will be issued. These invoices may be paid via the normal student portal process.

**BMIHMS:** Leura Campus overdue fines and Lost/Damaged Item invoices are charged to students via their Front Office account and can be paid in cash, by EFTPOS or credit card at Reception.

**Town Hall Campus** overdue fines are payable at Reception in cash only.
Invoices for lost/damaged items are processed by Accounts Receivable and payable via EFTPOS at the Student Services Counter or the self-service payment portal iPad.

5.5 Loan renewals
Items may be renewed either by self-service online via the library catalogue, in person, or by email or phone.

**NOTE:**
- Overdue items or items which have reached renewal limit cannot be renewed via self-service – contact library staff to renew.
- Items which have been reserved by other patrons cannot be renewed, and are to be returned to the library promptly.
5.6 Student responsibilities

- Students are solely and totally responsible for the safekeeping and prompt return or renewal of items borrowed on their student ID card.
- Items are not to be borrowed using anyone else’s ID but their own.
- Lost or damaged books must be replaced. This may be done either by
  - Student sourcing and purchasing the item (evidence of purchase to be shown to library staff within two weeks of reporting it missing/damaged), OR
  - Library staff purchasing the item, and charging item cost (including shipping if any) to student account.
- It is the student’s responsibility to notify library staff of any changes to their contact details.

5.7 Flexible Online Learning Students

Additional to the general guidelines for on campus students, online students may borrow up to 5 items at one time for a period of two weeks under the following conditions:

- the Library posts books to online students
- students should request from their enrolled campus library in the first instance – depending on availability, other holding libraries may be able to supply if the enrolled campus library cannot. Library items will be delivered by Australia Post at the library’s cost.
- students are responsible for the return postage charges. Library items should be returned in padded envelopes.

5.8 Item Holds (“Reservations”)

- Only items on loan or awaiting collection can be reserved.
- Borrowers will be notified by email when an item is available.
- Items for collection will be held for three (3) working days before being returned to the general collection or being passed on to the next borrower on the Holds list.

6. Staff Loans

- Staff library accounts are automatically created by the transfer of records from Student Records Management System each day, enabling loans to be recorded. This account allows the staff access to their record online via the library catalogue sign-in function, and access to all library subscribed digital resources. BMIHMS and SSNT manually create staff records.
- Staff can borrow any items in the collection, excluding Reference collection items. Academic staff may borrow more than five items at the discretion of library staff, although they are encouraged to acquire instructor copies of prescribed texts from the publisher for items intended for long-term use or teaching materials.
- The current loan period for academic staff is 4 weeks, which may be extended, unless in high demand.
- Lost or damaged books must be reported to library staff promptly.
- All borrowing rights will cease at the end of the staff member’s employment contract and it is expected that all outstanding items are returned to the Library, as part of the exit process.

7. Interlibrary loans

Interlibrary loans are offered only for Higher Degree by Research students.
8. External borrowers
Laureate Australia Libraries are not open to the public. Eligible external borrowers are:

8.1 Laureate Australia Education registered Alumni

Alumni can use the library resources within the following guidelines:
- must have proof of attendance – transcripts, graduate certificate or similar before a patron account can be created
- may use the library resources on-site at any time, including serials, digital resources, monographs, computers, printers
- loans are at the discretion of the librarian – high use items should not be loaned out as current students have priority usage, and a maximum of two items at one time applies.

8.2 BMIHMS external users
As BMIHMS is a United Nations World Tourism Organisation Depository Library, external users may access these items upon request. This includes using on campus or library staff scanning requested chapters (within copyright).