

# Library Services at Partner Providers Procedure

Policy code:	OG2042
Policy owner:	Director, University Library
Approval authority:	Chief Operating Officer
Approval date:	08 January 2025
Next review date:	15 August 2026

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## Purpose

This procedure provides an overarching framework for the provision of library services made available to Partner Provider teaching staff and students enrolled at the University Partner Provider campuses/sites. This procedure mandates operational activities, assigns responsibilities and provides practical actions to support the implementation and provision of library services made available to Partner Provider teaching staff and students enrolled at the University Partner Provider campuses/sites.

## Scope

This procedure applies to Federation University Library and its staff who support the learning, teaching and research needs of University enrolled students and the partner provider employed staff who teach or provide services to University enrolled students at Partner Institutes.

## Legislative context

- Federation University Australia Act 2010
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

## Definitions

Term	Definition
ILMS	Integrated Library Management System
Document Delivery Services	Items sourced from Australian and international library collections and provided to Federation staff and enrolled students that are not held by the University library collection. Federation staff and postgraduate students are eligible for Document Delivery services.
ULANZ	A Library borrowing scheme that allows staff and students of Australian and New Zealand universities to borrow in person from any other participating university library.
LMS	Learning Management System e.g. Moodle

## Procedure statement

Principle	Demonstrated by:
The University provides Federation University enrolled students at partner providers supplementary access to the Federation Library collections, resources and staff as outlined in the CAUL Principles	<ul style="list-style-type: none"> <li>ensuring students have access to academic information sources, electronically or in print, to enable them to meet the academic requirements of units</li> <li>ensuring that the partner library and its staff and collections are able to provide services, facilities and resources to support student learning needs</li> <li>ensuring students have access to information and digital literacy skills development courses and resources</li> </ul>
Partner Providers agree to the provision of a physical service/ space for University enrolled students at their institutes as outlined in the CAUL Principles and the University's Contractual Agreement with Partner Provider teaching locations	<ul style="list-style-type: none"> <li>ensuring students have access to suitable facilities and equipment to support their learning</li> <li>ensuring students have access to relevant textbooks and other key academic resources that are essential to their success</li> <li>ensuring students have access to appropriately qualified staff who are able to support the learning needs of students and manage and maintain a library/ resource centre in accordance with relevant legislation and standards.</li> </ul>

## Actions

Procedure	Responsibility
<b>Provision of electronic resources via the University Library website</b>  Ensure students enrolled at Partner Provider teaching locations have access to:	University Library

<ul style="list-style-type: none"> <li>• Databases (including full-text journal articles and reference materials).</li> <li>• Electronic journals and books.</li> <li>• Library catalogue.</li> <li>• Digital, information research and learning skills guides and resources.</li> <li>• Learning Resources in the LMS.</li> </ul>	
<p><b>Provision of access to print resources held in the University Library collection</b></p> <p>Ensure students enrolled at Partner Provider teaching locations have access to:</p> <ul style="list-style-type: none"> <li>• A minimum of one copy of each available recommended reading.</li> <li>• A wide range of discipline-specific and academic reading.</li> <li>• Subscriptions to relevant print journals and newspapers.</li> </ul>	University Library
<p><b>Provision of inter-campus borrowing</b></p> <p>Students enrolled at on-shore Partner Provider teaching locations may request print items from Library collections for loan. Note that:</p> <ul style="list-style-type: none"> <li>• The University Library will post print items to the Partner location for collection by the student.</li> <li>• The partner provider is responsible for the return postage of print items to the University Library</li> <li>• Textbooks, realia and multimedia from Library collections are not available for inter-campus borrowing.</li> </ul>	University Library
<p><b>Enabling of borrowing from other University Libraries</b></p> <p>Eligible students enrolled at on-shore partner provider teaching locations can access:</p> <ul style="list-style-type: none"> <li>• Document Delivery Services: This service is available only for Postgraduate students. Partner</li> </ul>	University Library

<p>Provider staff with Associate Membership are not eligible for this service unless there is a specific negotiated agreement.</p> <ul style="list-style-type: none"> <li>• ULANZ: On-shore enrolled students may borrow in person from a ULANZ participating library. Some participating libraries may charge fees for registration to borrow. This service is not available to off-shore enrolled students.</li> <li>• CAVAL: Students enrolled at Partner Provider teaching locations in Victoria have access to CAVAL member libraries.</li> </ul>	
<p><b>Provision of online information for international students</b></p> <p>The University Library website to contain up-to-date online information specifically aimed at supporting international students studying with Partner Providers</p>	University Library
<p><b>Provision of assistance with using Library services and resources</b></p> <p>Ensure students enrolled at Partner Provider teaching locations can seek assistance via a range of mechanisms:</p> <ul style="list-style-type: none"> <li>• Phone: 1300 552567</li> <li>• Online (Ask a Librarian, email or Chat) via the Library website (<a href="http://federation.edu.au/library">http://federation.edu.au/library</a>)</li> <li>• In person at any of our campus libraries</li> <li>• IT support via the University website and Service Desk Portal</li> </ul>	University Library
<p><b>Provision of a dedicated Liaison Librarian to support high-quality Library service delivery at onshore Partner Provider locations</b></p> <p>The Liaison Librarian (Partner Support) will:</p> <ul style="list-style-type: none"> <li>• Act as the primary point of contact with Partner Provider library staff.</li> </ul>	University Library and Liaison Librarian (Partner Support)

<p>This position provides Partner Provider library staff with the necessary knowledge, training and support to be able to provide information resources, advice and training to University enrolled Partner Provider students and to the staff teaching them.</p> <ul style="list-style-type: none"> <li>• Meet with (in person or virtually) all Partner Provider Library staff a minimum of 2 times per year. These meetings may encompass skills training in collaboration with Partner Provider library staff and/or academic staff, advice about Partner Provider resources, services and facilities, updates about the University Library, and troubleshooting.</li> <li>• Ensure that Partner Provider library and/or academic and teaching staff are fully aware of, and conversant in, accessing the broad range of online library materials, resources and services, including, but not restricted to those outlined in this procedure. Access to library materials, resources and services may include those available through the Library website and other online services including the University website and LMS (Moodle).</li> <li>• Ensure Partner library staff are aware of the audit checklist and its utility in ensuring that Partner-provided services, resources and facilities are of a high standard.</li> </ul>	
<p><b>Provision of support to Partner Provider Library staff at onshore Partner Provider locations</b></p> <p>The Liaison Librarian (Partner Support) will provide:</p> <ul style="list-style-type: none"> <li>• Advice and recommendations in relation to the level and responsibilities of staff to support an on-site library/resource centre.</li> <li>• Support in building skills and expertise in digital literacy and research skills, provision of</li> </ul>	<p>Liaison Librarian (Partner Support)</p>

<p>resources to be used with University-enrolled students and ongoing professional support via face-to-face visits.</p> <ul style="list-style-type: none"> <li>Professional development opportunities (subject to operational approval and available budget) to update and maintain a working knowledge of relevant Federation library resources, services and systems.</li> </ul>	
<p><b>Provision of access to electronic resources</b></p> <p>To enable access to online resources, Partner Provider Libraries will provide:</p> <ul style="list-style-type: none"> <li>Internet-enabled computers of sufficient bandwidth, quality and reliability to enable access to the Internet, University student email, online LMS (Moodle) and University Library databases and electronic resources.</li> <li>Access to resources, where local conditions or other factors prevent access to the University Library electronic resources and databases. The Partner Provider is responsible for the cost of local site licences to the same, or equivalent, resources.</li> </ul>	<p>Partner Providers</p>
<p><b>Provision of access to Print Resources</b></p> <p>Partner Provider Libraries will provide print resources according to the following guidelines:</p> <ul style="list-style-type: none"> <li>Prescribed textbooks, where no e-book is available: <ul style="list-style-type: none"> <li>2 copies per campus 1 - 40 students</li> <li>3 copies per campus 41 - 80 students</li> </ul> </li> <li>Prescribed textbooks, where an e-book is available: <ul style="list-style-type: none"> <li>1 copy per campus</li> </ul> </li> <li>Recommended readings, where no e-book is available:</li> </ul>	<p>Partner Providers</p>

<ul style="list-style-type: none"> <li>• 2 copies per campus 1 - 100 students</li> <li>• Recommended readings where an e-book is available: <ul style="list-style-type: none"> <li>• 1 copy per campus</li> </ul> </li> <li>• A basic range of discipline-specific and academic reading.</li> <li>• Subscriptions to relevant print journals and newspapers where appropriate.</li> </ul> <p>Note that students are expected to purchase their own copies of prescribed textbooks.</p>	
<p><b>Enabling of inter-Library / Partner Provider intercampus borrowing</b></p> <p>Partner Provider Libraries will provide facilities, personnel and budget to enable the delivery and return of University Library materials requested by students based at Partner Providers.</p>	<p>Partner Providers</p>
<p><b>Integrated Library Management System</b></p> <p>Partner Provider Libraries will provide and use a recognised ILMS to manage the organisation, identification, lending and maintenance of local collections.</p>	<p>Partner Providers</p>
<p><b>Facilities</b></p> <p>Partner Provider Libraries will provide a designated and secure library/resource centre space of sufficient size to house:</p> <ul style="list-style-type: none"> <li>• library collection/s (refer Print Collections section above);</li> <li>• an information and lending service point;</li> <li>• networked PCs and/or wireless connection suitable for accessing electronic resources;</li> <li>• quiet study furniture/facilities;</li> <li>• group study furniture/facilities; and</li> <li>• printing, scanning and photocopying facilities.</li> </ul>	<p>Partner Providers</p>

<p><b>Staffing</b></p> <p>Partner Provider Libraries will provide suitably qualified and/or experienced Library staff with responsibility for:</p> <ul style="list-style-type: none"> <li>• acquisition and cataloguing of library/resource centre materials in accordance with local and international standards;</li> <li>• setup, maintenance and delivery of lending and information support;</li> <li>• management and monitoring of University Library/partner intra-campus lending services;</li> <li>• library and research training sessions and library orientation sessions to University-enrolled students and Partner Provider teaching staff in University courses; and</li> <li>• being the point of contact for students requiring assistance with library resources and services.</li> </ul>	<p>Partner Providers</p>
<p><b>Information Provision</b></p> <p>Partner Provider Libraries will ensure access for students and staff to a range of print and/or online information to support learning and teaching. Material may include:</p> <ul style="list-style-type: none"> <li>• FedCite – the online referencing guide;</li> <li>• the Federation Library Guide for Partner Students brochure;</li> <li>• the Partner Student Library Services online subject guide; and</li> <li>• library and research training offered as appropriate to the student cohort.</li> </ul>	<p>Partner Providers</p>
<p><b>Partner Provider Staff</b></p> <p>Academic staff employed by Partner Providers that are teaching the University's units to enrolled students will have access to University Library online resources</p>	<p>Partner Providers</p>



including databases and e-books. Academic staff employed by on-shore Partner Providers will also have access to our available print collections. Academic staff are encouraged to make contact with their respective Partner provider libraries in the first instance to ensure that items are not already held in their collections.	
<b>Students enrolled at Partner Providers who are not University-enrolled students</b>  It is the responsibility of Partner Providers to provide library resources and services for students not enrolled in Federation University Australia units. University Library resources and services are available only to University-enrolled students and Partner Provider staff teaching University units.	Partner Providers

## Supporting Documents

- [Library Client Charter.](#)
- [CAUL Principles and Guidelines for Library Services to Staff and Students at Remote Locations](#)
- [TEQSA Guidance Note: Staffing, Learning Resources and Educational Support 2017](#)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6 - Overseas student support services

## Responsibility

- Chief Operating Officer (*as the Approval Authority*) is responsible for monitoring the implementation, outcomes and scheduled review of this procedure.
- Director, University Library (*as the Document Owner*) is responsible for maintaining the content of this procedure as delegated by the Approval Authority.

## Promulgation

The Procedure will be communicated throughout the University community in the form of:

1. an Announcement Notice via FedNews website and on the 'Recently Approved Documents' page on the 'Policies, Procedures and Forms @ the University' website to alert the University-wide community of the approved Policy;
2. distribution of e-mails to the Dean, Global Professional School and the Manager, Global Professional Services;
3. distribution of emails and documentation to partner provider library staff and other partner contact staff.

## Implementation

The Procedure will be implemented throughout the University and Partner Provider teaching locations via:

1. an Announcement Notice via FedNews website and on the 'Recently Approved Documents' page on the 'Policies, Procedures and Forms @ the University' website to alert the University-wide community of the approved Policy;
2. Information being disseminated through Library representation on University Partner/School Committees and Working Parties;
3. Information being disseminated via Joint Operation Committee meetings;
4. Partner Library Staff training sessions conducted by Liaison Librarian (Partner Support) on scheduled visits.