



Policy Name:	<b>Library Policy</b>
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Prepared by	Julia Mitford, Librarian
Date of Implementation	

### Scope:

This policy document outlines the following areas;

1. Library aims & objectives
2. Overview of services
3. Borrowing
4. Returning items
5. Overdue items
6. Renewing items
7. Special Reserve
8. Lost / Damaged Items
9. AIM Publications
10. Collection & Development
11. Facilities in the Library
  - 11.1. Technology
  - 11.2. Photocopying / Printing
  - 11.3. General
  - 11.4. Housekeeping
12. Facilities online
  - 12.1. Library Website
  - 12.2. Library Catalogue
  - 12.3. Resources Online
13. Library Services
  - 13.1. Reference & Enquiry Service
  - 13.2. Library Inductions
  - 13.3. Information Literacy
14. Monitoring, Evaluation & Development
15. Copyright

### Actual Policy:

#### 1. Library Aims & Objectives

The Australian Institute of Music Library aims to provide relevant, good quality and easily accessible services and facilities to support the needs of faculty and students. This is achieved through

- Collaborating with academic staff to develop a diverse collection of contemporary and traditional Performing Arts resources encompassing a range of materials
- Harnessing new technologies to ensure easy and convenient access to resources
- Increasing information literacy skills through workshops, written support materials and individual support



- Providing a welcoming and comfortable environment for students to study and carry out research.
- Responding to feedback from faculty and students to continue to improve services.
- Promoting the library facilities and resources effectively to ensure they are used to their full potential

## 2. Overview of services

Opening Hours: 8:30am-5:30pm, Mon-Fri\*

Contact details: 02 9219 5417 or [library@aim.edu.au](mailto:library@aim.edu.au)

Location: Building B

After hours returns: Building A Reception

The AIM library provides access to a range of resources for students of music, dramatic arts, arts management and HSC, in the library and online. The library catalogue (Liberty) is available to search online and users can log into the catalogue to manage their library accounts.

The Library has 11 Macs and 4 PCs with internet access and Microsoft Office packages. 5 Macs are installed with Finale 2008 and Logic Express 8 and all computers have CD burners and DVD burners. Wireless Internet is available for students to use with their own laptops. DVD / CD viewing stations, drum pads and Behringer V-Amps for guitar and bass guitar are available.

The library employs a full time Librarian qualified to degree level with a specialist music library background, and a Library Diploma student works 8 hours per week allowing the library to open at 8.30am and during lunch. A volunteer library student also spends 2 hours a week in the library assisting with shelving and other relevant tasks.

\*The library is open during recess as normal and does not open on public holidays.

## 3. Borrowing:

Staff may borrow up to 10 items at a time for a period of 1 month. Special Reserve items may be borrowed for 1 week at a time, and Teaching Resources for 1 Semester at a time. Staff who intend to use an item for longer than 1 month when borrowing should advise the librarian, particularly if there are only a small number of copies available, so that additional copies can be purchased if necessary.

### Students

- Students may borrow 5 items at a time for a period of 14 days.
- Students may borrow books, music scores, coursework CD-ROMs and some DVDs and videos.
- Reference, 'Special Reserve', Magazines, Journals, CDs, and some DVDs and videos are not available for loan and should be used within the library
- Postgraduate students may borrow CDs and DVDs
- Students must have their student card with them to borrow items.
- Items can be reserved or renewed online (before the due date), via telephone, email or in person. Overdue items must be brought to the library to be renewed. Reserved items cannot be renewed.
- Students must return items by their due date otherwise charges will be incurred. If items are overdue at the end of Semester results will be withheld until items are returned.

## 4. Returning items

It is the borrower's responsibility to ensure they make a record of their due date and return items on time or renew them. A return slip can be provided on request when borrowing. All



borrowed items must be returned directly to a member of staff to ensure they are properly discharged from borrower accounts. Failure to do this can result in items being lost or overdue charges being incurred. Out of hours returns can be made to a member of staff at Reception A.

## 5. Overdue Items

An email is sent to borrowers with overdue items on a weekly basis (Mondays). It is not currently possible to send out reminders to borrowers before items goes overdue. Students with overdue items will incur charges. There are no charges for staff; however staff are still expected to return items promptly

- Overdue items will be charged at **50c per item per day**
- Items must be returned by 5.30pm on the due day
- Students can continue borrowing until you reach \$5 in charges
- Charges will be capped at \$50
- Charges will not be incurred over weekends or holidays.
- Items unreturned after 2 months will be assumed lost and students will be billed for the full cost of replacing the items plus a \$10 administration fee.
- All charges must be paid and all books returned by their due date before Semester results can be released and to enable Students to graduate.

This policy was introduced in July 2009 to ensure that library books are returned promptly, to allow fair access to all books for all students. The previous policy was based on goodwill with a penalty of withholding results if items were not returned by the end of Semester. We will continue with the previous system of withholding results in conjunction with the overdue charge system.

Funds raised from overdue charges will be used to replace damaged or missing library stock, or to buy new stock, and charges are introduced at a low rate of 50c (with most other institutions charging around \$1) to give students an opportunity to adjust to the new system. Students have the option to renew items online, in person or by email or telephone to avoid incurring charges.

## 6. Renewing items

Students and staff may check due dates and renew items (before the due date) by logging into their library account online at <http://library.aim.edu.au>. Alternatively they can renew via telephone, in person at the library or via email. Renewals will always be possible as long as the item is not reserved. The automated online system allows 4 renewals, after which point the student will need to return the book to the library. It may be possible at this time to re-issue the book if required. Reserved items cannot be renewed and must be returned.

## 7. Special Reserve

AIM operates a Special Reserve system for items on reading lists or which may be rare or valuable. Books marked 'Special Reserve' cannot be borrowed. It is important that these items stay in the library for all students to use. For items on reading lists there will often be additional copies available for loan.

## 8. Lost or Damaged Items

Replacements costs plus a \$10 admin fee will be charged for lost or severely damaged items. Damaged CD case will incur a replacement charge of \$1. For publications produced by AIM the cost will be equal to the cost of purchasing the item.

## 9. AIM Publications



Students may purchase copies of additional study materials produced by staff produced in the form of booklets. The charge will be for the number of pages printed at the usual rates, plus \$1 for binding. Study resources, including lecture notes, produced on CD may be copied without charge, however the student is expected to use their own blank CD. Students wishing to print out lecture slides or other resources will be charged at the usual rates.

## **10. Collection and development**

The library collection is focused around the key areas of study at AIM - Music, Dramatic Arts, Entertainment Arts Management, and the HSC. The library offers access to approximately 4,000 books, 90 journals, 6,000 printed music items, 1,900 CDs & DVDs, and a range of scholarly databases and reference materials online. The library also keeps a collection of student's Concert Practice / Ensemble Night / Recital DVDs, recommended course readings & listening materials, and in-house course support booklets.

The collection is under constant development and review, with new items added to the collection on a regular basis. This includes newly published materials, lecturer recommended materials, materials requested or recommended by students, and selected donations from music collectors, academics and enthusiasts. The library keeps up to date with new materials through publisher emailing lists, reviews or recommendations in relevant journals or magazines, through membership to organisations such as the Australian Music Centre and the International Association of Music Libraries.

The library does not stock a general fiction collection as it does not have the capacity to maintain an interesting and up to date collection of fiction titles. There is however a selection of core texts as part of the drama and HSC collections which are available to all students and staff for loan.

To enhance our collection further students are encouraged to become members of the University of Sydney's Fischer Library, giving access to the Conservatorium of Music collection. Membership costs are reimbursed by the Institute. Items can also be obtained through the Inter Library Loans service, giving students access to resources from across the State / Country

Students and staff are encouraged to suggest, recommend or request titles by using the suggestion book at the library desk or emailing [library@aim.edu.au](mailto:library@aim.edu.au)

The library welcomes donations to help to expand the collection; however as a relatively small library with limited space it is vital to be selective with the materials accepted. They should be relevant to the courses provided in the Institute and in good condition. Any materials the library is unable to keep may be retained for book sales to raise funds for the library, with the exception of valuable items.

The library is committed to using technology where relevant to provide access to the collection. In addition to the Institute providing access to lecture notes and other materials online via a secure log in and providing resource CDs for students to copy within the library, this also includes providing materials online to students and staff both within the library and from home where licenses and costs permit. Students may access journal collections and music collections online via JSTOR, Naxos, Music Online, IIMP, IIPA, and ProQuest.

The library continues to evaluate relevant eBook collections, however suitable bundles are not yet available for such a specialist library.

Staff and students are encouraged to use social networking sites for their studies and musical development in the library along with streaming services such as YouTube.



The library provides access to recordings of student performances and professional recordings featuring members of staff or students. Students are welcome to copy in-house recordings of performances, however professional recordings come under normal copyright law and can't be copied without the permission of the copyright owner.

## **11. Facilities in the library**

### **11.1 Technology**

The Library has 11 Macs and 4 PCs with internet access and Microsoft Office packages. 5 Macs are installed with Finale 2008 and Logic Express 8 and all computers have CD burners and DVD burners. Wireless Internet is available for students to use with their own laptops. DVD / CD viewing stations, drum pads and Behringer V-Amps for guitar and bass guitar are available.

For computer use course work is given priority over web surfing and personal emailing and students may be asked to give up a computer for students doing course work. Students are advised that excess use of video streaming sites can severely slow the network and restrict use for other patrons, so they should be used primarily for study only and in moderation.

Students are expected to provide their own headphones and other items such as blank CDs or DVDs and USB sticks. Some headphones are available for students to use.

Students are expected to report any IT problems immediately to the librarian and log them in the IT Logbook to ensure accurate records are kept. By doing this the library can track any recurring problems to see if longer term solutions are possible and students can find quick fixes or solutions for any common problems.

### **11.2 Photocopying & printing**

2 photocopiers are available in the library staff and students are expected to familiarise themselves with copyright laws using the guidelines provided at printers and other documentation on copyright available in the library.

The library uses a photocopier pre-payment system called CopyGuard to ensure quick and easy use of these facilities and to reduce wastage. Photocopy cards can be purchased in the library;

\$5 = 40 credits	\$10 = 83 credits
\$15 = 130 credits	\$20 = 180 credits
\$50 = 454 credits	

Card numbers are recorded on the student's borrower account. Replacement cards are charged at \$5 plus credits will need to be added. Students are expected to purchase a card with the minimum of \$5 credits - it is not possible for students to pay cash per sheet copied. Staff may request free cards from the librarian and there is no charge for print outs.

Printing is charged at 10c per sheet for A4 or 20c per sheet for A3 for students. Students are expected to pay for all items they print and are advised to use the print preview options provided on the computers to check what they are printing before sending it to the printer. Only Harvard Reference Guides can be printed without charge. Students may print to the HP Printer or Cannon Photocopier. Manuscript paper can be printed from the library homepage at the usual 10c per page.



All payments must be in cash and the library does not offer credit facilities. Students are expected to ensure they have the means to pay before any prints or copies are taken.

### **11.3 General**

The library offers desks for individual study with some power connections where students are encouraged to bring laptops. A guillotine, staplers, sticky tape and glue are available for student use, however the library does not provide stationary such as pens / pencils / rubbers or calculators.

### **11.4 Housekeeping**

- Food & drink is not generally permitted in the library (except bottled water). Students using the study desks with their own materials are permitted to bring hot drinks with lids.
- Mobile calls, rehearsals and group discussion should be taken outside
- Computers must always be logged out by students at the end of their session
- Students are responsible for keeping the library tidy. Recycling bins are available for waste paper.
- Lost property is kept behind the staff desk for 3 months

## **12. Facilities Online**

### **12.1 Library Website**

The library website is currently being developed to integrate into the main AIM website and to include more detailed library information, policies and updates. Currently it provides access to the Library Catalogue, brief library news, subject guides and links to Online Resources.

### **12.2 Library Catalogue**

The library uses Liberty 3 to provide a fully searchable online catalogue for patrons. Staff and students can use the system to search for items, reserve items, check their account for loans, due dates and charges, and to renew items.

Songbooks have been catalogued to include song titles allowing patrons to find which books a particular song is available in. This can be done by going to Basic Search, entering the song title and selecting 'the phrase' from the list of search options.

The Guided search is ideal for narrowing searches by media type, for example when trying to find a recording of a piece of music rather than recordings and sheet music.

### **12.3 Resources Online**

The library subscribes to a wide range of resources online to give students a greater selection of materials which can be accessed 24 hours a day via the net. The library is committed to ensuring such resources can be accessed outside of the library as well as within. Currently they include online journals and music streaming services. These services will continue to develop to meet the needs of students and staff.

As part of the development and integration of the library website into the main AIM site the library plans to provide a select list of links to other useful free web resources.

## **13. Library Services**

### **13.1 Reference & Enquiry Service**



The library offers a reference & enquiry service. Students may speak to the librarian in person, telephone, or email their enquiries. The library is committed to responding to enquiries within 24 hours.

### **13.2 Library Inductions**

Group library inductions are offered to all students at the start of their first semester. Individual students and staff may request 1:1 or group inductions at any time. Inductions include a tour of the library and overview of the collection, facilities and services available.

### **13.3 Information Literacy**

Information Literacy Sessions are offered to individuals, groups or classes which include catalogue use, searching online databases, website evaluation and referencing. Sessions can be tailored to particular subject areas or skills.

## **14. Monitoring, Evaluations & Development**

The library is committed to constant evaluation and development in order to continue to improve its services and facilities. To gain users perspectives on the library a number of qualitative and quantitative methods are undertaken to gather data and opinions which are used to inform the future development of the library.

- The library undertakes an annual questionnaire to obtain student / staff feedback and opinions on the facilities and services offered.
- Throughout the year staff and students are encouraged to leave comments in the suggestions book at the library counter or to email their thoughts or ideas to [library@aim.edu.au](mailto:library@aim.edu.au). The librarian is required to respond to all feedback to advise as to how it will be acted upon.
- Each month statistics are collected and recorded in a spreadsheet covering the following areas;
- Use of online resources
- Use of loan collection including number of issues, categories of issues, renewals & reservations
- Library events / activities including information literacy sessions, inductions, and software training. Figures include attendance and frequency.
- Library events and activities are monitored by providing questionnaires to participants at the end of sessions.
- Once every 3 months there is a survey of hourly use in the library, through a tally count, to determine patterns of use during the week / day.
- In future the librarian plans to meet with the Student Representatives once a year to discuss the library facilities and services
- Meetings with key academic staff are scheduled throughout the year, at least once a year, to discuss relevant collections and any development required.

## **15. Copyright**

The library takes copyright issues extremely seriously. AIM has in place several additional copyright licenses which allow some copying to take place including the Statutory Education License and APRA / AMCOS Schools' Photocopying, Recording & Performing Music License. The library also provides guidance and advice to staff and students in the form of notices and quick guides near copiers, information online, and copies of official Copyright Agency and APRA AMCOS copyright guides. Where possible photocopying is monitored.



The library does not permit copying of commercial CDs / DVDs and monitors this closely by providing viewing / listening stations to students and prohibiting use of such resources at computers. Students are advised when given CDs / DVDs to use in the library that they must not be copied.

The library does not accept items for submission to the collection which it believes breach copyright law.

### **Delivery authority and responsibility matrix for policy**

<b>Staff Position</b>	<b>Committee (if applicable)</b>
Librarian	

### **Regulatory compliance**

<b>Provider type</b>	<b>Legislation</b>	<b>Accrediting Authority</b>

### **Dissemination of information**

This policy is available to staff and students via the library website and in hard copy in the library.

### **Procedure management**

Will be carried out by

### **Attachments (e.g. forms relating to policy)**

### **Related policies and procedures**

Copyright