

ALC Library Service Charter

The purpose of this charter is to communicate the standards of service to be expected by members of the ALC Library, and how members can help to improve services.

Services to library members

- A staffed service point during normal work hours, Monday to Friday (09:00 – 17:00 during semester periods, 09:00 – 16:00 during semester breaks).
- The maintenance of collaborative and positive relationships with all library users, and adherence to required privacy principles.
- Relevant and up to date collections, shelved and regularly maintained.
- Access to print collections during work hours.
- The provision of at least one copy of all prescribed texts for ALC course units and most recommended texts.
- 24/7 access to the ALC online catalogue and digital collections.
- 24/7 access to the University of Divinity online catalogue and resources through agreed reciprocal borrowing agreements, for students undertaking University of Divinity programs.
- Quality reference, information and research services to meet the research and learning needs of our users.
- The provision of guidance to the use of the collections and structured information literacy training as required.
- Document delivery (interlibrary loan) services to faculty and postgraduate students.
- A 24/7 self-study area including access to computer resources, the Wi-Fi network, photocopying and scanning facilities.
- A variety of study and collaboration areas, to suit differing study needs.
- A commitment to continuous improvement of our services and facilities, and appropriate and timely feedback to queries.

Members of the library are in turn requested to:

- Abide by the policies set out on the student policies page of the ALC website and in student handbooks (e.g. the VET Student Handbook), as they pertain to the library, such as the [Acceptable use of ICT resources policy](#).
- Abide by all policies as set out in the [ALC Library Use Policy](#) document and other policies as detailed in the [Using the Library](#) area of the library website.
- Treat other library members and library staff with courtesy, consideration and respect.
- Be responsible for all material borrowed against your library record and ensure material is returned or renewed on time.
- Recommend new items to enhance our collection.
- Take advantage of start of semester library tours and information literacy training sessions.
- Provide feedback on resources and services.

Services to ALC education staff

- Regular attendance of a library representative (usually the Director of Library Services) at meetings of the ALC Education Staff and Academic Committee, and the University of Divinity Library Committee, in order to raise awareness of library matters which impact on academic delivery.
- The ongoing cultivation of collaborative associations with education staff in maintaining collection relevance through the provision of liaison services.
- Regular communication with education staff regarding new acquisitions, availability of new relevant products, and making resource purchasing recommendations as required.
- Maintenance of a reserve collection in collaboration with education staff.
- Ordering of requested materials within requisite timeframes or as soon as practicable.

- Ensuring that newly acquired resources are available for loan within recommended timeframes.
- Regular updating of the library website to reflect policy developments.

Members of the ALC education staff are in turn requested to:

- Work with the Director of Library Services and the Acquisitions and Liaison Librarian to ensure the library is notified of all prescribed texts, recommended and supplementary readings before they are needed to allow ordering and processing.
- Ensure that requests for e-reserve/reserve/short term loan are supplied to the library at least two weeks before they are required by students.
- Liaise with the Director of Library Services in relation to resource implications of new or amended courses or units at proposal stage, and work collaboratively in the interest of ensuring quality assurance standards are maintained.
- Ensure (where practicable) that, in collaboration with the Director of Library Services, all unit outlines provided to students contain full and accurate bibliographic details of cited materials.
- Observe copyright legislation.
- Abide by the library policies as set out on the website ([Using the Library](#)).