

## Loans and document delivery of library collection materials

<b>Purpose</b>	To define borrowing privileges and access to the document delivery service for each patron group.
<b>Scope</b>	This policy is applicable to all library users in all branches of the Monash University Library ('the Library') and to those who access the Library via the Internet.
<b>Policy Statement</b>	<p><b>Loans</b></p> <ol style="list-style-type: none"> <li>1. All current and former University staff and students, visiting scholars to the University, non-Monash academic staff and students, members of the public and commercial organisations are eligible to join the Monash University Library and borrow materials from it.</li> <li>2. Information about what materials can be <a href="#">borrowed</a>, and how many items, is available on the Library's website. These borrowing privileges are reviewed annually.</li> <li>3. There is a <a href="#">membership</a> fee for some categories of member, as noted in the definitions below. <a href="#">Fines</a>, <a href="#">membership</a> fees and other charges are reviewed annually.</li> </ol> <p>Borrowing privileges are detailed in appendix A.</p> <p><b>Borrowing from the Library</b></p> <ol style="list-style-type: none"> <li>4. Current Monash University staff and students must produce their University <a href="#">ID card</a> to borrow items from the Library collection.</li> <li>5. Library users wishing to register at the Library through the CAVAL or ULA reciprocal borrowing membership schemes must produce evidence of their current enrolled student or staff status at their home institution and photographic ID. Following registration, CAVAL staff and students must produce both their home institution ID and their Monash University Library (MUL) ID card to borrow items; ULA members may borrow items with only their MUL card.</li> <li>6. Individual, honorary and corporate members are permitted to borrow items from the Library collection with only their MUL card.</li> </ol> <p><b>Reserve collections</b></p> <ol style="list-style-type: none"> <li>7. The reserve collections primarily house material on student reading lists. This material is in high demand and it is essential that current staff and students of Monash University have priority access.</li> </ol> <p><b>Special collections</b></p> <ol style="list-style-type: none"> <li>8. There are several special collections which, although they are staffed, have some restrictions on their use. See: <a href="http://www.lib.monash.edu.au/matheson/asrc/">http://www.lib.monash.edu.au/matheson/asrc/</a></li> </ol>

<http://www.lib.monash.edu.au/hal/maps/>  
<http://www.lib.monash.edu.au/matheson/mmm/>  
<http://www.lib.monash.edu.au/rare/>  
Other special collections are listed at  
<http://www.lib.monash.edu.au/collections/> .

## **Holds and recalls**

9. A **hold** is a request placed on items that are on loan or on the shelf at a different branch library which prevents their renewal but does not impinge upon the loan period in any way. If the item is on the shelf at a branch library, it will be picked from the shelf and forwarded to the appropriate branch for collection there.

All library members are permitted to place hold requests for items which are on loan or on the shelf at another location to that which they select as the pickup location. Holds may be restricted to particular patron groups and collections upon the advice of the Lending Services Librarian and the agreement of the Library Management Committee.

10. A **recall** is a request placed on items that are on loan that prevents their renewal and which may reduce the loan period by a predetermined time. Recalls cannot be placed upon items that are "On Shelf". Recalls are not activated currently, except by Library staff.

## **Intercampus photocopy service**

Website: [Intercampus photocopy service](#)

11. Eligible items:

11.1 Only items in the Monash University Library collections may be copied.

11.2 Photocopies or scans can be made within the provisions of the Copyright Act. [This usually limits requestors to one article per journal issue, or, one chapter of a book. More than one article can be copied, if both articles relate to the same (narrowly defined) subject. Up to 10% of a book may be copied, or one chapter, whichever is the greater.

11.3 Journals cannot be sent to another campus or lent on postal loan.

11.4 Only the Campus Managers on the requesting and receiving campuses (in agreement) may grant an exception to this policy.

12. Eligible patron groups:

12.1 DE UGRAD, DE PGRAD, HONORARY, OUAM UGRAD, OUAM PGRAD, PGRAD, PGRAD HDR, STAFF, UGRAD.

12.2 Undergraduate requestors may be charged per intercampus photocopy request. (See: [Table of charges](#)).

13. There is no limit on the number of requests that may be made by each requestor.

14. Copies may be delivered to:

14.1 Monash University email accounts

14.2 The postal address provided on the request form by the requestor. [The default address is from the Voyager record for the requestor.]

14.3 A University address by university internal mail.

### **Library services for off-campus students**

Website: [Library services for off-campus students](#)

15. Eligible items:

15.1 Loans from Monash University Library collections can be posted to off-campus students. Details are at <http://www.lib.monash.edu.au/services/offcampus/post.html>

15.2 Photocopies or scans can be made within the provisions of the Copyright Act. [This usually limits requestors to one article per journal issue, or, one chapter of a book. More than one article can be copied, if both articles relate to the same (narrowly defined) subject. Up to 10% of a book may be copied, or one chapter, whichever is the greater.]

15.3 Library items requested for the requestor's research, teaching, or formal learning at Monash University.

15.4 Document Delivery services are available to Post-graduate students.

16. Eligible patron groups:

16.1 Off campus students, as defined above, are assigned the Voyager Circulation patron groups DE UGRAD or DE PGRAD.

16.2 A special category of off-campus students are those without access to the Internet (including incarcerated students). These students are permitted to submit requests on the printed [postgraduate](#) or [undergraduate](#) request forms. Articles from electronic resources will be printed and mailed to these students.

16.3 Off-Campus and Hospital staff who have their offices in a location other than University campuses, but are on the Monash payroll, are also eligible for Off Campus Library Services. [For example, medical researchers in hospitals.]

	<p>16.4 The Lending Services Librarian or the Document Delivery Librarian may permit exceptions, if requested by the staff member's Faculty.</p> <p>16.5 PGRAD HDR students, who are off-campus, are eligible for Off Campus Library Services.</p> <p>17. Quantities:</p> <p>17.1 There is no limit on the number of requests that may be made by each requestor.</p> <p>17.2 Limits on simultaneous loans, renewals, etc. are the same as for on-campus students at the same level of study.</p> <p>17.3 Monash University Library offers a limited overseas postal loans service. Requests are assessed on a case-by-case basis, by the branch library manager, including criteria such as local demand, number of copies, rarity of item, circumstances of student, etc.</p> <p>17.4 Overseas undergraduate off-campus students are able to receive, at no charge, photocopies of journal articles or book chapters, from material held by Monash University Library only in print. This is supplemental to information resources that are available electronically - anywhere, anytime.</p> <p>18. Copies may be delivered to:</p> <p>18.1 Monash University email accounts</p> <p>18.2 The postal address provided on the request form by the requestor. [The default address is from the Voyager record for the requestor.]</p> <p>For more information, see <a href="#">Postal loans for off-campus students</a></p> <p><b>Melbourne – Monash Intercampus Loans (MMiCL)</b></p> <p>19. Eligible items:</p> <p>19.1 Loans from Monash University Library collections at Clayton campus can be couriered to the Baillieu Library at the Parkville campus of Melbourne University.</p> <p>19.2 Loans from the Parkville campus libraries of Melbourne University can be couriered to the Matheson Library at the Clayton campus of Monash University.</p> <p>20. Eligible patron groups are Staff and Post-graduate Students, of Monash and Melbourne.</p> <p>21. Quantities:</p> <p>21.1 There is no limit on the number of requests that may be made by each requestor.</p>
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22.2 Journals and High Demand Items will not be supplied.

22.3 Maximum of 4-week loan with no renewals.

22.4 Items may be recalled after 2 weeks.

23. Loans will be delivered to the Matheson Library Loans Desk for collection.

[Instructions](#) for requesting a Melbourne – Monash Intercampus Loan

### **Inter-library loans and commercial document supply**

24. Eligible items:

24.1 Books, photocopies from journals, photocopies from conference proceedings, microform, audiovisual items, electronically formatted articles, etc.

24.2 Published items requested for the requestor's research, teaching, or formal learning. Items required to pursue personal interests must be paid for through External Client Services or requested at the individual's public library.

24.3 Unpublished items are generally not eligible for inter-library loans or document supply.

24.4 Items held by, or on order for, Monash Library are generally not eligible for inter-library loans or document supply.

25. Eligible patron groups: DE PGRAD, HONORARY, OUAM PGRAD, PGRAD, PGRAD HDR, STAFF.

26. Quantities:

26.1 There is no limit on the number of requests that may be made by each requestor.

26.2 Loan periods are determined by the supplying library. Ordinarily the initial loan period is 28 days.

27. Copies may be delivered to:

27.1 Monash University email accounts

27.2 The postal address provided on the request form by the requestor. [The default address is from the Voyager record for the requestor.]

27.3 A University address by university internal mail

27.4 Loans will be delivered to the requestor's preferred campus Loans Desk for collection, unless the requestor is eligible for postal loans.

	<p>28. Related information:</p> <p>28.1 List of <a href="#">Hospital Libraries</a> affiliated with Monash University Library, as at June 2007</p> <p>28.2 SESTICON: Under this agreement, CSIRO researchers are eligible for free reciprocal borrowing privileges at the Hargrave-Andrew Library and Monash University staff at the Clayton campus are eligible for free reciprocal borrowing privileges at CSIRO libraries.</p> <p>28.3 Catholic Theological College (CTC): Monash University staff and students of the Center for the Study of Religion and Theology are eligible to use the Mannix Library of the CTC as "external borrowers". Staff and students from the CTC will register as library users in the patron group 'NO FEE'.</p> <p>28.4 Melbourne College of Divinity</p> <p><a href="#">Instructions</a> for placing a document delivery request.</p> <p><b>Loans from other academic libraries</b></p> <p>29. All current students and university staff who are listed in the table above as 'MONASH UNIVERSITY STAFF', 'MONASH UNIVERSITY UNDERGRADUATES', 'MONASH UNIVERSITY POSTGRADUATES', 'MONASH UNIVERSITY POSTGRADUATES - HDR', 'MONASH UNIVERSITY - OFF-CAMPUS UNDERGRADUATES', 'MONASH UNIVERSITY - OFF-CAMPUS POSTGRADUATES' are eligible to borrow from other Victorian and interstate academic libraries which are members of <a href="#">CAVAL</a> or University Library Australia (<a href="#">ULA</a>).</p> <p>30. Staff and students who use these reciprocal borrowing schemes must abide by the rules and regulations of those libraries.</p> <p>31. Any loans transactions are independent of the Monash University Library and are the responsibility of the individual staff or student member.</p> <p>32. Infringements of these other libraries' rules and regulations may result in the loss of borrowing privileges and encumbrances at Monash University Library.</p> <p>33. Similarly, infringement of Monash University Library's rules and regulations may result in the loss of borrowing privileges at these other libraries.</p>
<b>Supporting procedures</b>	
<b>Responsibility for implementation</b>	Directors, Client Services
<b>Status</b>	Approved
<b>Key stakeholders</b>	All Library clients
<b>Approval body</b>	N/A

<b>Endorsement body</b>	Name: Library Management Committee Meeting: 19/07 Date: 12 Nov 2007 Agenda item: 7
<b>Definitions</b>	<p>For the purposes of this policy, Library Users are:</p> <ul style="list-style-type: none"> <li>○ Current staff: those staff members, including casual appointees, who are on the Monash University (hereafter referred to as 'the University') payroll and who work at any campus of the University or at an affiliated institution.</li> <li>○ Current students: those students whose study mode displays in the University's student administration records (CALLISTA) as 'ACTIVE' and who have paid all course related fees. This includes students of Monash College Diploma course, Monash Orientation Scheme for Aborigines (MOSA), Monash University English Language Centre (MUELC), Monash University Foundation Year (MUFY)/Taylor's College, and students of the Open Universities Australia (OUA) who are studying at least one unit at Monash University.</li> <li>○ Non-current staff: those staff members, excluding casual appointees, who are retired from the University. This does not include former University staff now in paid employment elsewhere.</li> <li>○ Non-current students: those students whose study mode displays in CALLISTA as 'INACTIVE'. This also includes students who have deferred their studies.</li> <li>○ Off campus students: those students whose study mode displays in CALLISTA as 'External' are eligible for postal loans. The Library recognises that some students study both on and off campus. Their study mode displays as both 'Internal' and 'External' against the relevant units in CALLISTA. If the major percentage (51 percent or more) of their current study load is 'External', these students are also eligible for postal loans.          A number of courses are delivered in off-campus mode despite all students being enrolled in Callista as INTERNAL. Students in these <a href="#">listed courses</a> are also eligible for postal loans. Other courses may be added to this list with the authority of the Lending Services Librarian in consultation with the Coordinator, Flexible Library Services Unit.</li> <li>○ Overseas off-campus students: those enrolled in a Monash University off-campus course who are living overseas.</li> <li>○ Offshore students: those students who live overseas and who are enrolled in a Monash University course which is offered in collaboration with a local partner organisation.</li> <li>○ Affiliated institutions: Hospitals, Research Centres and other institutions which are not on any University campus, but at which University employees undertake their duties completely or partially. Staff from these institutions, who are not on the University payroll, are eligible to join the Library for a <a href="#">membership</a> fee.</li> <li>○ Alumni: former students who have completed a degree at Monash University and have qualified to graduate are eligible to join the Library for a <a href="#">membership</a> fee. This includes current members of the <a href="#">Monash Alumni Association Inc.</a></li> <li>○ Friends of the Library: those individuals who are current members of the <a href="#">Friends of Monash University Library</a> are eligible to join the Library for a <a href="#">membership</a> fee.</li> <li>○ Honorary staff members: Faculty appointed, limited term members of staff who are given staff borrowing privileges during the time of</li> </ul>

	<p>their appointment.</p> <ul style="list-style-type: none"> <li>○ Proxy patrons: Visiting academics, who are here for less than three months, and research assistants are linked to their sponsor's Library records. They have their sponsor's borrowing privileges except they are not entitled to document delivery services. This facility is also offered to Library users who are unable to use the Library for medical reasons. They can sponsor another person to borrow on their behalf with their written authorisation.</li> <li>○ Non-Monash academic staff and students: <ul style="list-style-type: none"> <li>▪ Library users from other Victorian-based academic institutions which are members of CAVAL Limited are eligible to join the Library without payment.</li> <li>▪ Library users from other Australian academic institutions which are members of Universities Australia (AU), formerly the Australian Vice-Chancellors Committee (AVCC), [for example, the University of Southern Queensland] are eligible to join the Library for a <a href="#">membership fee</a> through the University Library Australia (ULA) reciprocal borrowing scheme.</li> <li>▪ Library users from other Australian academic institutions which are not members of the AU [for example, non-Victorian TAFE colleges] are eligible to join the Library as individual members for a <a href="#">membership fee</a>.</li> <li>▪ Visiting scholars: academic staff or students from any external university who are engaged in research or teaching in the University are eligible to join the Library without payment. Visiting scholars must be studying, or teaching, at the University for a minimum of three months to be eligible for this service. [For periods of less than three months, the Library recommends that the visiting scholar registers as a proxy patron associated with a Monash staff member.]</li> </ul> </li> <li>○ Enhancement students: Year 12 students studying a first year undergraduate subject at Monash University who are given restricted borrowing privileges.</li> <li>○ City Campus students: Postgraduate students studying at the Monash University Law Chambers, 472 Bourke Street, Melbourne. These students are ineligible for postal loans.</li> </ul> <p>N.B. Exceptions to these categories can be made for operational reasons and will be controlled by procedures.</p>
<b>Related legislation</b>	
<b>Related policies</b>	
<b>Related documents</b>	
<b>Date effective</b>	November 2007
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<b>Author</b>	Donna Runner, Ian McGregor
<b>Owner</b>	
<b>Contact person</b>	
<b>Policy number</b>	2007/05/CSD

## Appendix A

### MONASH UNIVERSITY LIBRARY BORROWING PRIVILEGES - 2007

PATRONS & PATRON GROUPS	LOANS ( <sup>1</sup> )	RENEWALS	ACCESS TO RESTRICTED MEDIA	MAXIMUM LOANS/LOAN PERIODS - BOOKS				PERIODICALS	<a href="#">DOCDEL</a> REQUESTS
				28 DAYS	14 DAYS	7 DAYS	RESERVE		
<b>MONASH UNIVERSITY STAFF</b> <i>Patron group STAFF</i>	40	6	YES	YES	YES	YES	3 hr loan <sup>(2)</sup>	BOUND: overnight loan; 6 renewals; ICL Photocopies	YES
<b>MONASH UNIVERSITY UNDERGRADUATES</b> including MOSA, Monash College (2 year Diploma course), and Enhancement <i>Patron group UGRAD</i>	20	3	YES	NO	YES	YES	3 hr loan <sup>(2)</sup>	NO Loan; ICL Photocopies	NO
<b>MONASH UNIVERSITY POSTGRADUATES</b> Honours, Masters course work <i>Patron group PGRAD</i>	30	6	YES	YES	YES	YES	3 hr loan <sup>(2)</sup>	BOUND: overnight loan; NO Renewals; ICL Photocopies	YES
<b>MONASH UNIVERSITY POSTGRADUATES – HDR</b> Students studying for Ph.D. and Masters Degrees by research <i>Patron group PGRAD HDR</i>	40	6	YES	YES	YES	YES	3 hr loan <sup>(2)</sup>	BOUND: overnight loan; NO Renewals; ICL Photocopies	YES

PATRONS & PATRON GROUPS	LOANS (1)	RENEWALS	ACCESS TO RESTRICTED MEDIA	MAXIMUM LOANS/LOAN PERIODS - BOOKS				PERIODICALS	<a href="#">DOCDEL</a> REQUESTS
				28 DAYS	14 DAYS	7 DAYS	RESERVE		
<b>MONASH UNIVERSITY OFF-CAMPUS UNDERGRADUATES</b> See also: <a href="http://www.lib.monash.edu.au/services/offcampus/overseas.html">http://www.lib.monash.edu.au/services/offcampus/overseas.html</a> <i>Patron group DE UGRAD</i>	20	3	YES	YES	YES	YES	3 hr loan <sup>(2)</sup>	NO Loan; ICL Photocopies	NO
<b>MONASH UNIVERSITY OFF-CAMPUS POSTGRADUATES</b> See also: <a href="http://www.lib.monash.edu.au/services/offcampus/overseas.html">http://www.lib.monash.edu.au/services/offcampus/overseas.html</a> <i>Patron group DE PGRAD</i>	30	6	YES	YES	YES	YES	3 hr loan <sup>(2)</sup>	BOUND: overnight loan; NO Renewals; ICL Photocopies	YES
<b>OPEN UNIVERSITIES AUSTRALIA (OUA) students, who are <u>not</u> studying any Monash units</b> <i>Patron group FEE</i>	8	3	NO	NO	YES	NO	NO	NO Loan; NO ICL Photocopies	NO
<b>MONASH UNIVERSITY/OUA – UNDERGRADUATES</b> <b>Open Universities Australia students, who are studying at least one undergraduate level unit at Monash University</b> <i>Patron group OUAM UGRAD</i>	20	3	YES	YES	YES	YES	3 hr loan <sup>(2)</sup>	NO Loan; ICL Photocopies	NO
<b>MONASH UNIVERSITY/OUA – POSTGRADUATES</b> <b>Open Universities Australia students, who are studying at least one postgraduate level unit at Monash University</b> <i>Patron group OUAM PGRAD</i>	30	6	YES	YES	YES	YES	3 hr loan <sup>(2)</sup>	NO Loan; ICL Photocopies	YES

PATRONS & PATRON GROUPS	LOANS (1)	RENEWALS	ACCESS TO RESTRICTED MEDIA	MAXIMUM LOANS/LOAN PERIODS - BOOKS				PERIODICALS	<a href="#">DOCDEL</a> REQUESTS
				28 DAYS	14 DAYS	7 DAYS	RESERVE		
<b>CAVAL STAFF</b> <i>Patron group CSTAFF</i>	8	3	NO	NO	YES	NO	NO	NO Loan; NO ICL Photocopies	NO
<b>CAVAL STUDENTS</b> <i>Patron group CSTUDENT</i>	8	3	NO	NO	YES	NO	NO	NO Loan; NO ICL Photocopies	NO
<b>HONORARY</b> Honorary Staff, Visitors (min. 3 months) <i>Patron group HONORARY</i>	40	6	NO	YES	YES	YES	3 hr loan <sup>(2)</sup>	BOUND: overnight loan; 6 renewals; ICL Photocopies	YES
<b>MONASH FEE PAYING</b> Alumni, Friends, Corporate, School, Individual, ULA, OUA <i>Patron group FEE</i>	8	3	NO	NO	YES	NO	NO	NO Loan; NO ICL Photocopies	NO
<b>MONASH NO-FEE</b> Spouse, retired staff, Monash Orientation Scheme for Aborigines (MOSA), Monash University English Language Centre (MUELC), Monash University Foundation Year (MUFY)/Taylor's College and Melbourne Centre for Japanese Language Education (MCJLE), SESTICON (CSIRO) researchers, Melbourne Theological College staff and students <i>Patron group NO FEE</i>	8	3	NO	NO	YES	NO	NO	NO Loan; NO ICL Photocopies	NO
<b>MONASH OFF-SHORE</b>	NO	NO	NO	NO	NO	NO	NO	Electronic access only.	NO – <a href="#">unless</a> Faculty has paid in advance

(1) The maximum number of concurrent loans of CDs, DVDs and videos is eight, with two renewals.

(2) Some overnight loans of Reserve material are permitted.