

## **Student Service Entitlements**

### **A. Full Fee Paying and HECS-HELP Students studying off-shore in External and Online modes**

1. Access to Internet based electronic resources such as databases, full-text journals and eBooks
2. Access to Library online catalogue records
3. Free photocopy service from the Library collection: journal articles or chapters of books within Copyright regulations
4. Online help via web pages such as eHelp
5. Support and advice via "Ask a Librarian" or email
6. Online assignment and research advisory service
7. Letter of Introduction to other libraries asking to use their facilities and collections

### **B. Full Fee Paying and HECS-HELP Students studying in Australia in External and Online modes**

Students must live more than 50km distance away from Toowoomba.

Students residing in or visiting the Springfield or Fraser Coast Region may choose to use the services and facilities at the Fraser Coast or Springfield Campus Libraries as noted below and in D, E and F. (Current student I.D. is required)

1. Access to Internet based electronic resources such as databases, full-text journals and eBooks
2. Access to Library online catalogue records
3. Free photocopy service from the Toowoomba Campus Library collection: journal articles or chapters of books within Copyright regulations
4. Personal book borrowing from any of the USQ Campus Library collections
5. Book loans from the Toowoomba Campus by request. The Library posts them out and students pay postage to return them.
6. Online help via web pages such as eHelp
7. Support and advice via "Ask a Librarian" or email
8. Online assignment and research advisory service
9. Training sessions for students who can attend either the Toowoomba, Fraser Coast or Springfield Campus Libraries
10. Use of free telephone call service to Toowoomba Campus Library within Australia
11. Reciprocal borrowing privileges at agreed libraries
12. Letter of Introduction to other libraries asking to use their facilities and collections

### **D. Full Fee Paying and HECS-HELP Students who study in On-Campus mode at Toowoomba, Fraser Coast or Springfield Campus AND**

### **E. Mixed-mode students enrolled in at least one course as an On-Campus Student at Toowoomba, Fraser Coast or Springfield Campus AND**

## **F. External and Online students who live less than 50 km from Toowoomba:**

The three categories of D, E and F are entitled to the following services:

1. Access to internet based electronic resources such as databases, full-text journals and eBooks – on or off campus
2. Access to Library online catalogue records – on or off-campus
3. Online help via web pages such as eHelp - on or off-campus
4. Use of Library collections
5. Borrowing rights in person at any of the USQ Campus Libraries
6. Copying and printing facilities at Libraries
7. Support and advice via "Ask a Librarian" or email
8. Training sessions
9. Information/Reference Service – face to face
10. Inter-campus loans for Fraser Coast and Springfield Campus students from the Toowoomba Collection
11. Reciprocal borrowing privileges at agreed libraries in accordance with the national Reciprocal Borrowing agreement, [University Library Australia](#)