

# USQ Library Resource Development Guidelines

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## Part 1: GENERAL INTRODUCTION, CONTEXT AND PRINCIPLES

### 1 Scope and Purpose

The purpose of this document is to provide guidelines for the development of University of Southern Queensland library information resources. It is the first of three Parts: a general statement of the context within which the guidelines operate and principles that govern the guidelines; guidelines for resource acquisition and management of specific types of resources; and guidelines and information about specific issues.

### 2 Context and Role

[The University of Southern Queensland vision](#) is to be recognised as a world leader in open and flexible higher education.

The University of Southern Queensland (USQ) Library supports a global and diverse university community by providing quality information resources and services. It has collections in electronic and physical formats, and provides learning, teaching and research support services to University students and staff.

#### The University Context

The Library operates within the Global Learning Division and the responsible officer is the Director, Library Services.

Approximately 80 % of students study remotely from a campus, throughout Australia and at over a dozen other countries. Such a high proportion of students who are not physically located at a

campus with Library services and collections has created a library culture, policy and practice that seeks to create equivalent levels of service for all of the library's clients.

**The Library serves the needs of a diverse clientele, including:**

- Undergraduate and postgraduate students - these are the Library's primary clients and meeting the learning needs of these students and the teaching and learning needs of academic staff is the primary role of the Library.
- The University research community in Faculties and Research Centres – the needs of this group are especially wide, diverse and deep and the Library historically has not been funded to provide the level of support that is really required. The Library seeks to serve those needs by a combination of direct resource provision, access and acquisition by loan, and direct support and advice and is aiming to increase its level of service by all of these mechanisms.
- The non-University community that may wish to engage with the Library – this group uses a limited range of resources and services.
- A range of other measures of diversity, including but not limited to ethnicity, age, religion, nationality, language and disability status also impact the nature of our clientele and their needs

The prime role of the Library is to enable students and staff to meet their information needs. The Library recognises a responsibility to the non –University communities, including alumni and others in the education and services sectors, but the needs of its primary clientele in providing access to resources will always be paramount. This is achieved by both resource provision and also provision of services that enable self-selection, information literacy and the development of USQ Graduate Attributes.

The Library has an international and virtual service orientation, but operates from three physical locations:

- Toowoomba Campus Main Library
- Springfield Campus Library
- Fraser Coast Campus (Hervey Bay) Library

The Library operates a joint-use facility at the Fraser Coast campus, with the Fraser Coast Regional Council. This library operates differently with variations in lending policies and access to resources, but the USQ Library's primary role in selecting and developing information resources remains to support the primary client group of USQ staff and students.

The Library offers a variety of resources and services to support USQ flexible learning and off-campus and offshore delivery.

The library receives its budget as a one-line budget from the University, via the Global Learning Division. This budget is generally informed by historical levels of support, general university needs and budgetary constraints and by acknowledged special needs.

The resources budget is the major non-salary component of the Library budget. Historical spend and known subscriptions commitments are critical in deciding the level of the resources budget. At present, internal allocation of the non-subscription component of the resources budget is achieved

using a formula approach but is managed flexibly. Other parts of these Guidelines[ ] describe the mechanisms for this allocation.

The University Library is the primary, but far from the sole, repository of information resources required for teaching, learning and research at USQ. Other important resources include the teaching and learning resources that directly support teaching programs (mostly located in USQ StudyDesk (the University's Learning Management System); data required for, or generated by, research conducted by University staff and students; and administrative and management information resources required for the management of the University. In addition, the DiReCt system is a key store of learning resources that is managed by the Library but for which the content is derived from both Library and non-Library sources.

### *The Information Resources Context*

The scholarly information industry is rapidly changing. Data is being produced and transmitted more and faster than ever before through formal and informal mechanisms, and especially electronically. The move from a primarily print environment to information available in digital formats is rapid and increasing. That move is almost complete for journals and a tipping point for books/monographs of content availability, user acceptance and supply convenience appears to be just being reached in 2011. Multimedia academic content is moving into digital formats more slowly than consumer products have but streaming and cloud-based storage and purchase models are now widely available and growing.

Costs of some parts of the publishing process are dropping dramatically, while others, such as formal journal publishing, remain. While data formats become more complex and change quickly, data storage costs are dropping dramatically. Openly and freely accessible services for publication are starting to produce different business models for scholarly information and the growth of repositories and of funding organisational mandates for publication may begin to influence where scholarly information is located and used.

Learning needs are continually being re-shaped by changing pedagogy, by rapidly evolving technological platforms and by the changing capacities, backgrounds and learning needs of USQ students and staff. Academic information needs are almost by definition, continually expanding in scope and size, and no library is able to make instantly available information needed by all of its clients. Indeed, in the 'global village' created by communications technologies, where academics and other information seekers and also information providers are connected by multiple intricate networks of information supply, the continued future of libraries has been seriously debated.

These guidelines are predicated on the belief of information professionals and also of their clients that the library as an organisation adds value to the academic enterprise by expertly identifying, locating, selecting and efficiently making accessible information resources to its diverse clients when and where they are needed.

## **3 Coverage**

These guidelines provide the strategic direction for the development of and access to all Library information resources, including but not limited to print, electronic, multimedia and hybrid.

The Library is not the official of archive of University records or publications and except for specific resources for reasons of teaching and learning, will not seek to duplicate resources held in the University Archives.

It does not aim to be an archive of local historical information. See Part 2 (2)

This guideline includes:

- Resources either locally or remotely located
- Books, multimedia resources, maps and other single items, in electronic and physical formats
- Journals and other updated materials also in physical and electronic formats
- Databases of information resources that may include accompanying software that may be continuously, regularly or irregularly updated
- Dissertations and other non-published resources
- Learning resources that are made available to students. However, this guideline does not directly refer to item made available in DiReCt.

#### **4 Basic Principles of USQ Library Resource Development**

- Library resources are obtained and made available for access to support the learning, teaching and research needs of the USQ community
- ‘Collections’ refers to those resources that the Library makes available through its catalogue. Resources may be owned or licensed by the library; or made available from restricted or freely available locations (physical or electronic); be physically located at any campus of the University.
- The Library has a preference for resources in electronic format, in order to support access by all clients independent of location and time, and in accordance with USQ’s strategic direction of ‘USQConnected’ and “Digital First”. Electronic and especially web-based resources are generally given preference over print and other physical formats.
- The Library is mindful of the international backgrounds of many of its clients and of the strategic intention of the University to internationalise its curriculum. However, in accordance with the University’s stated practice of teaching in the English language, it will primarily (but not exclusively) acquire resources in the English language.
- Access is more important than ownership in making acquisition decisions, since by necessity the Library can only acquire licensed access rights for much electronic material. However, acquisition for perpetual access is sought when required and where necessary to ensure reliability of access.
- The Library will seek to maximise the resources that can be made available by acquiring a single ‘copy’ only, but will duplicate resources where necessary to support client needs, including large numbers of users, very intensive use, or location-diverse clients.
- Campus and Faculty Librarians together with academic staff have the primary responsibility for selection of resources to be added to the collections, while other library staff may also recommend items for selection.
- The Director, Library Services (delegated to the Manager Information Access) has final responsibility for the placement of orders, including mediation to resolve problems concerning funding, timing or prioritisation of resource acquisitions.

- Final decisions for products with ongoing financial commitment in the Library budget rests with the Director, Library Services, delegated to the Information Resources Committee (IRC).
- To ensure that the Library resources continue to meet the changing information requirements of the university community and to maximise discovery and findability of, and access to its resources, the library continuously reviews its collections, storage locations and access arrangements. The Library does not seek to retain in perpetuity every resource which is acquired.
- The Library will manage and contribute to management of various digital repositories within the University and elsewhere in order to provide access to the University's published and unpublished research and research output and to store and provide access to the variety of information resources required for teaching, scholarship and research
- The Library will seek partnerships with other USQ units and organisations elsewhere to supplement and increase its resources and/or income especially for very expensive resources (including, for example, specialist research databases or publisher packages)
- The Library will share expertise, data and systems for mutual benefit, and integrates its information resources into the learning teaching and research activities and resources of the University, the region and the nation.

## 5 Links with other policy, guidelines and processes

### 5.1 University

- [USQ Strategic Plan Outline](#)
- [USQ Learning and Teaching Plan](#)
- GLD/ Library Strategic Plans
- Library Information Literacy Strategy (USQ Index –LibIndex)
- Library Sectional Annual Action Plans (USQ Index –LibIndex)

### 5.2 Subsidiary and Companion Documents

- DiReCt content policy – (NB currently under development)
- [ePrints Collection Development Guideline](#)
- [Licence Summaries for Electronic Resources](#)
- Quality documents for ISO 9001 certification (located at USQIndex – DAISIndex)

### 5.3 Procedures

- Client Service Manual (USQ Index –LibIndex)
- Information Access Manual (USQ Index –LibIndex)

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