

Environment Policy and Borrowing Guide

The Resource Centre (TRC), is a direct interface with students and staff of the Sarina Russo Education Group and affiliates, contributing significantly to an enhanced student experience through positive engagement.

Co-located in the space is [Joblinx](#), [Student Wellbeing](#) and information on how to access [Student Advocacy](#) services is available.

Collectively, we provide ongoing support for students during their academic journey, enabling the best possible learning experience.

Located on Level 2, The Resource Centre is a quiet place to study and allows access to a range of other in-house services including:

- Printing and copying (free)
- Scanning facilities (free)
- Easy access to over 2000 general and prescribed texts, reference & fiction books all available on short term loans
- 24/7 access to online resources
- Access to Windows PCs, Windows & Mac laptops
- Support for student login and Wi-Fi access
- Collection of student ID card, security access card
- Lost property
- Access to Xbox, Switch and various other games

Students can enjoy a great space in which to study and collaborate, and liaise with a great team that is available to support them.

The Resource Centre opening hours: 9.00am to 5.00pm Monday to Friday, excluding public holidays.

Contacts

The Resource Centre

Ph: 3001 7813

brisbanelibrary@jclub.edu.au

Student Wellbeing

Ph: 0455 432 919

studentcounsellor@jclub.edu.au

Student Advocacy

gian.corpuz@jcu.edu.au

Joblinx

Ph: 0419 415 073

info@joblinx.com.au

Lost Property

Management of Lost Property - Found Property

- Property found on campus is to be handed to TRC staff on Level 2
- Students must present photo ID and provide an accurate description of lost item to collect lost property
- For items with easily and unambiguously identifiable ownership, TRC will attempt to contact the owner via email or telephone, advising them where, when and how to collect

Management of Lost Property - Declaring Lost Item

- Students should submit a [Lost Property Form](#)
- If item is found, student will be contacted on the next business day

Retention of Lost Property

- Non-perishable and valuable items are **held by TRC for 3 months**

Disposal of Lost Property

- **Perishable items** like food and liquids in containers and bottles **are disposed of by COB** (5.00pm), on the day items have been delivered to TRC - including the containers and bottles.
- Non-perishable items may be disposed of, donated or offered to the JCU community
- **Current textbooks and other general books** unclaimed for three (3) weeks may be added to TRC's collection as a donation.
- Unclaimed or unidentified **USBs** (totally cleared of contents) may be retained by TRC.

Conditions of Use

- Authorised TRC Users are required to produce a valid Student ID Card when requested by TRC staff
- Authorised TRC Users must ensure that The Resource Centre has their correct name and contact details
- The Student Engagement Manager determines the conditions of use and the charges for any equipment, facilities or service provided by The Resource Centre as appropriate
- Borrowing of print collections is restricted to Authorised TRC Users and is subject to the guidelines stated in this Environment Policy and Borrowing Guide
- Information resources may not be taken out of TRC unless they have been borrowed through the appropriate loans mechanism
- The Resource Centre opening hours and Environment Policy and Borrowing Guide are displayed on web pages, printed material and/or digital screens and are determined through consultation between the Student Engagement Manager and Head of Campus

Authorised Users Rules of Acceptable Behaviour

The Resource Centre Authorised Users will:

- Show valid identification upon request; eg. current JCU Brisbane Student ID card*
- Respect TRC's space, property and equipment
- Use resources (content, equipment, or facilities) safely and appropriately
- Not engage in any behaviour deemed by TRC staff likely to cause damage to information resources
- Adhere to all guidelines on notices and signage and all terms and conditions stated in the Environment Policy and Borrowing Guide
- Respect **Copyright Regulation 1969** and University interpretation of copying limits when scanning, photocopying or printing within the TRC's space
- Respect other TRC users and treat others with mutual respect and consideration
- Engage in quiet conversation only within designated areas and in service areas
- Not bring equipment into TRC which will produce noise perceived to be disturbing by surrounding patrons
- Switch mobile phones to silent or vibrate mode while in TRC
- Not consume food or drink (except bottled water) within TRC
- Submit bags and cases for inspection upon request by TRC staff
- Not leave personal belongings unattended. TRC accepts no responsibility for personal belongings left unattended. Unattended items may be removed by staff
- Not enter non-public areas of TRC except by invitation
- Not attempt to remain in TRC when it is closed
- Not leave unattended children within TRC
- Comply with licenses and contractual agreements associated with electronic resources and be respectful of computer and software-use regulations
- Comply with any lawful direction from a staff member

General Borrowing Conditions

Reference Books	Textbooks	Laptops & Laptop Accessories	Locker Keys/ Games/ Calculators	Student Board Book Club Books
2-hour loan	7-day loan	7-day loan	Same day loan (to be returned before COB on the same day)	30-day loan

- A borrower must comply with all borrowing conditions and policies as determined by the Student Engagement Manager and approved by the Head of Campus
- Borrowers must present their current Student ID card* as valid identification upon request
- Students may not lend their Student ID to another student for the purposes of borrowing resources or borrow resources on behalf of another student
- A borrower may borrow no more than 5 items at one time (laptop+charger+mouse is deemed 1 item)
- A borrower accepts complete responsibility for the care of information resources borrowed
- All information resources must be returned in good condition to the Black Returns Box or to the front desk on, or before, the due date or time indicated
- The Student Engagement Manager has the authority to recall any resources before the expiration of the period of the loan:
 - Recalled resources must be returned within two working days of the despatch of the recall notice, or they may attract a late return penalty
 - Borrowers may negotiate (by email or phone or in person) a return date for recalled items if they are unable to return recalled items within the specified period
- Students must return all resources by their course completion date
- Faculty and staff must return resources on or before their final day of employment
- Authorised borrowers will receive automated notification that will advise of upcoming due date/s, due date/s, overdue status, sanction
- Any queries or issues with resources should be emailed to brisbanelibrary@jcub.edu.au or discussed via phone or in person at the front desk

Textbook Loans and Renewals

- Textbooks are available for short-term 7-day loans plus one 7-day loan renewal upon request. The renewal will be granted provided there are sufficient textbooks to meet student demand. Items must be returned at the end of the renewal period.
- Textbook loan renewals should be requested via email brisbanelibrary@jcub.edu.au, phone 3001 7813 or in person at the front desk.
- Renewal via email or phone must be requested one day before the due date. Renewal in person must be made one day before or on the due date.
- Renewal cannot be granted on an overdue item.

Laptop Loans

Laptops are available for short-term 7-day loans. The main purpose of this loan is to provide temporary access to a laptop if the student's own device is lost, stolen or undergoing repair. This ensures the continuation of work without significant disruption until the primary device is replaced or repaired. In exceptional circumstances, such as delays in procuring a replacement laptop or repair issues, a longer term loan may be considered. Justification and tangible evidence are required and are assessed on a case-by-case basis.

*Other valid photo ID may requested in certain circumstances

Penalties

The penalties and/or fines payable for infringements of the Borrowing Guide are determined by the Student Engagement Manager in consultation with the Campus Director and set out on TRC's web page and in publicly displayed documentation.

Late Return Penalties - Overdue Items

- The late return penalties are determined by the Student Engagement Manager in consultation with the Campus Director
- A daily/hourly financial penalty applies for each day/hour overdue (refer to **Late Return Penalty Guidelines** table below). The applicable penalty will continue to be applied until item/s are returned
- Once a penalty has been incurred, borrowing rights may be suspended until item/s are returned and penalty is paid
- If an item becomes overdue by 7 days, a sanction may be placed on the borrower's JCU account (sanction restrictions are determined by JCU International Finance, namely: prevents graduation and access to results until items are returned to JCU Brisbane Library). A sanction will be lifted once item/s are returned and penalty is paid
- Penalties will be capped at TRC discretion. This is usually a maximum to cover the replacement cost of a new item as provided by our book suppliers. Upon return of overdue item/s, an appeal may be made in writing with regard to the incurred penalty. Non-compliance with staff directions and/or agreed actions is a breach of the Student Code of Conduct.
- The Student Engagement Manager and delegated staff members may vary or waive any late return penalty/suspension/sanction on an appeal in writing from an Authorised User

Late Return Penalty Guidelines	
2-hour Reference Books	\$25 per hour
7-day Textbooks	\$5 per day
Locker Keys/Games	\$25 per day
Calculators	\$5 per day
Laptops and Accessories	\$25 per day
Student Board Book Club Books	\$2 per day

- Faculty members of SRG Higher Education (ie. JCUB, RBS, SRI) are exempt from late return penalties, but TRC staff will advise of the overdue status of borrowed items
- Completing students with unresolved penalties/sanctions or returns may be required to make a payment to enable release of results or generation of letters
- TRC staff will attempt to recover overdue items via any or all of the following methods: auto-generated email reminders/advice; email; phone call; in person

Replacement Penalties - Lost or Damaged Items

- The borrower must replace any lost item. Alternatively, the borrower may pay the replacement value of the item (refer to **Replacement Penalty Guidelines** table)
- Return of items in a damaged condition (excluding general wear and tear) incurs repair fees or replacement fees which must be paid by the borrower (refer to **Replacement Penalty Guidelines** table)
- The replacement penalties are determined by The Student Engagement Manager based on quoted prices for replacement copies or a reasonable market estimate of the item value
- TRC staff may suspend an Authorised User's right to borrow from TRC if the borrower has unpaid replacement penalties for damaged or long overdue/lost items recorded
- The Student Engagement Manager and delegated staff members may vary or waive any replacement penalty/suspension/sanction on an appeal in writing from an Authorised User
- Faculties of SRG Education and Training (ie. JCUB, RBS, SRI) are not exempt from replacement penalties

Replacement Penalty Guidelines	
Textbooks	Reference and General: Actual current replacement cost \$60 - \$250
Laptops	Lenovo: Up to \$2790 (laptop + software and installation)
	MacBook: Up to \$2000 (laptop + software and installation)
Laptop Accessories	Adapter and Power Cord: Up to \$100 Computer Bag: \$50
Student Board Book Club Books	\$15 - \$60
Equipment	Locker Keys: \$50 Games: \$40 - \$100 Calculators: \$40

Appeals

An appeal to any decision made regarding penalties/sanctions/suspensions must be made in writing and emailed to **The Student Engagement Manager** at brisbanelibrary@jcub.edu.au from official student email address. All appeals will be considered carefully and responded to with a decision within 7 business days from date of receipt.