

The Learning Hub is a direct interface with students and staff of the Sarina Russo Education Group and affiliates, embracing diversity and promoting an inclusive and respectful community where every individual is valued, respected, and supported to thrive, contributing significantly to an enhanced student experience through positive engagement.

Co-located in this space on Level 2 are [Student Engagement & Library](#), [Student Success](#), [Employment Support Services \(Joblinx\)](#), and [Student Counselling & Wellbeing](#). Information on how to access [Student Advocacy](#) services is also available.

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

[Student Engagement & Library: Environment Policy and Borrowing Guide](#)

Student Engagement & Library (SE&L) is a quiet place to study and provides access to a range of other in-house services including:

- General enquiries about studies
- Printing and copying (free)
- Scanning facilities (free)
- Easy access to general and prescribed texts, fiction and non-fiction books all available on short term loans
- 24/7 access to online resources
- Events and activities information
- 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 PlayStation, Xbox, Switch and 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.

SE&L opening hours: 9.00am to 5.00pm Monday to Friday, excluding public holidays.

Contacts

SE&L Ph: 3001 7813
brisbanelibrary@jcub.edu.au

Student Success Ph: 3001 7894
learningcentre@jcub.edu.au

Student Counselling & Wellbeing Ph: 0455 432 919
studentcounsellor@jcub.edu.au

Employment Support Services (Joblinx) Ph: 0419 415 073
info@joblinx.com.au

Student Advocacy
gian.corpuz@jcu.edu.au

Lost Property

Management of Lost Property - Found Property

- Property found on campus is to be handed to SE&L 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, SE&L staff 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 SE&L 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 SE&L - 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 SE&L's collection as a donation.
- Unclaimed or unidentified **USBs** (totally cleared of contents) may be retained by SE&L.

Conditions of Use

- Authorised SE&L Users are required to produce a valid Student ID Card when requested by SE&L staff
- Authorised SE&L Users must ensure that SE&L 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 SE&L as appropriate
- Borrowing of print collections is restricted to Authorised SE&L Users and is subject to the guidelines stated in this Environment Policy and Borrowing Guide
- Information resources may not be taken out of SE&L unless they have been borrowed through the appropriate loans mechanism
- SE&L 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

Authorised SE&L Users will:

- Show valid identification upon request; eg. current JCU Brisbane Student ID card*
- Respect SE&L's space, property and equipment
- Use resources (content, equipment, or facilities) safely and appropriately
- Not engage in any behaviour deemed by SE&L 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 SE&L's space
- Respect other SE&L 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 SE&L which will produce noise perceived to be disturbing by surrounding patrons
- Switch mobile phones to silent or vibrate mode while in SE&L
- Not consume food or drink (except bottled water) within SE&L
- Submit bags and cases for inspection upon request by SE&L staff
- Not leave personal belongings unattended. SE&L accepts no responsibility for personal belongings left unattended. Unattended items may be removed by staff
- Not enter non-public areas of SE&L except by invitation
- Not attempt to remain in SE&L when it is closed
- Not leave unattended children within SE&L
- 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

Textbooks	Laptops & Laptop Accessories	Locker Keys/ Games/ Calculators/Access Cards	Student Board Book Shelf Books
7-day loan	7-day loan	Same day loan (to be returned before 5.00pm 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
- To borrow a game, the borrower must surrender their Student ID card at the time of borrowing. The ID card will be returned when the game and all included accessories are returned in full.
- 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 inoperative, 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 Head of Campus and set out on SE&L'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 Head of Campus
- 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 SE&L). A sanction will be lifted once item/s are returned and penalty is paid
- Penalties will be capped at the SE&L's discretion. This is usually a maximum amount 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	
Books	50c per day (max \$25 per item)
Locker Keys; Calculators; Access Cards	\$2 per day (max \$25 per item)
Laptops	\$25 per day (max \$50 per item)

- Faculty members of SRG Higher Education (ie. JCUB, RBS, SRI) are exempt from late return penalties, but SE&L 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
- SE&L 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
- SE&L staff may suspend an Authorised User's right to borrow from SE&L 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	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 Shelf 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.