

The Resource Centre

Environment Policy and Borrowing Guide

[The Resource Centre](#) (TRC), which includes the [Learning Centre](#), is a direct interface with our 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 [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.

The Resource Centre is staffed by qualified and experienced Learning Advisors and support staff who provide practical advice and strategies to assist students at all levels in all courses.

Learning Advisors are available as a drop-in service, one-on-one appointments, small group sessions and skills workshops. This means students have an abundance of opportunities to get the support, advice and assistance needed to achieve the results they desire.

All students are encouraged to access the services offered by TRC, from students who experience difficulty adjusting to the academic requirements of tertiary study, through to high achieving students who are aiming for excellence.

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 and fiction books, across 850 different titles, all available on short term loans
- 24/7 access to online resources
- Study skills, assignment support available
- Access to Windows and MacBook computing devices
- Support for student login and WiFi access
- Collection of student ID card reissues
- Obtaining a security access card
- Lost property

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

The Resource Centre opening hours, 9.00am to 4.30pm Monday to Friday, excluding public holidays.

The Learning Centre opening hours, 9.00am to 4.30pm Monday to Friday, excluding public holidays.

Contacts

The Resource Centre 3001 7813

brisbanelibrary@jcub.edu.au

The Learning Centre 3001 7894

learningcentre@jcub.edu.au

Student Wellbeing 1300 469 675

studentcounsellor@jcub.edu.au

Student Advocacy

gian.corpuz@jcu.edu.au

The Resource Centre Environment Policy

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 TRC 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 TRC Manager and Campus Director

Authorised Users Rules of Acceptable Behaviour

The Resource Centre Authorised Users will:

- Show valid identification upon request; ie. 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 into TRC equipment 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

The Resource Centre Borrowing Guide

General Borrowing Conditions

2-hour Reference Books	7-day Textbooks	Laptops & Laptop Accessories	Locker Keys/ Games/ Calculators	Fiction Books
2 hour loan	7 day loan	7 day loan (including completed Laptop Loan Agreement)	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 TRC Manager and approved by the Campus Director
- 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
- TRC 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

Loan Renewals

- Prescribed and General Collection textbooks are available for a short term 7 day loan plus one 7 day loan renewal upon request. Items must be returned at the end of the renewal period
- A further textbook loan renewal will be considered on a case-by-case basis and only if there are sufficient books on the shelf to meet student demand
- Laptops are available for a short term 7 day loan plus one 7 day loan renewal upon request. The once-only renewal will be granted provided there are sufficient devices to meet student demand.
- Loan renewals should be requested via email brisbanelibrary@jcub.edu.au, phone 30017813 or in person at the front desk
- Renewal must be requested one day before or on due date. Renewal cannot be granted on an overdue item

Extended Loans

In exceptional circumstances, a longer term loan may be arranged with a lecturer's endorsement, a Learning Advisor's recommendation and/or The Resource Centre Manager's approval. An email confirming special approval is to be sent to brisbanelibrary@jcub.edu.au by the relevant staff member (decision-maker).

Penalties

The penalties and/or fines payable for infringements of the Borrowing Guide are determined by TRC 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 TRC 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 fine 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 suppliers, including Booktopia. 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.
- TRC 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	\$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
Fiction Books	\$2 per day

- Faculties of SRG Education and Training (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

- Any item which is lost must be replaced by the borrower. 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 TRC 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
- TRC 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 Charges Schedule

Replacement Penalty Guidelines	
Textbooks	Reference and General: Actual current replacement cost \$60.00 - \$200.00
Laptops	Windows: Up to \$1000.00 (laptop + software and installation)
	MacBook: Up to \$2000.00 (laptop + software and installation)
Laptop Accessories	Power cord and AC power pack: Up to \$100.00 Computer bag: \$50.00
Fiction Books	30 day loans - Bookclub: \$15.00 - \$60.00
Equipment	Locker keys: \$50.00 Games: \$40.00 - \$100.00 Calculators: \$40.00

Appeals

An appeal to any decision made regarding penalties/sanctions/suspensions must be made in writing and emailed to **The Resource Centre Manager** at brisbanelibrary@jcup.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.

Lost Property

Management of Lost Property - Found Property

- Property found on campus is to be handed to TRC staff on Level 2,
- Details about found items are to be entered into the *Lost Property Register*,
- Students must present photo ID (eg. student ID card) 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](#)
- Students will then be contacted on the next business day after item is found.

Retention of Lost Property

- Non-perishable and valuable items of Lost Property 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** (4.30pm), on the day items have been delivered to TRC. When a lunchbox, cooler bag (or similar) has been found containing perishable items, the whole item is disposed of, including the box, bag or bottle.
- **Books:**
 - **Current textbooks** unclaimed for three (3) weeks may be added to TRC's collection as a donation,
 - Other unclaimed **books** (fiction or non-fiction) will be donated to the JCUB Student Association for inclusion into the 30 day loans section.
- **USBs:**
 - Unclaimed or unidentified USBs (totally cleared of contents) may be retained by TRC.