

WHITIREIA COMMUNITY POLYTECHNIC

2.3 Student Support

Library Guidelines

1. Introduction

- 1.1 The Library provides high quality resources including print, audiovisual and online; information skills training; and services to support the educational programmes at Whitireia. Library collections are held at Porirua, Auckland and Kapiti Campuses. The collections at all campuses are treated as one and staff and students may borrow from any of them. Offsite campus users receive a distance Library service.
- 1.2 Library services include:
- promoting and assisting with independent learning and research
 - providing a wide range of relevant, current hard copy and electronic information to its clients with the main emphasis on course-related materials
 - using up-to-date information technology to the best possible advantage
 - providing user education services on a group and individual level depending on need
 - offering access to the collections of other libraries through the Interloans and Reciprocal Borrowing schemes
 - forming a Library Committee – with representatives from faculties, service areas and the Students' Association – which meets at least three times a year
 - evaluating the services and resources of the Library annually using staff and student satisfaction surveys

2. Library Membership

- 2.1 Borrowing rights are extended to:
- enrolled Whitireia students with a student ID card, as well as Whitireia staff who have an ID card with a Whitireia Human Resources number
 - libraries using the Inter-Library loan system
 - reciprocal borrowers from The Open Polytechnic, Wellington Institute of Technology and Porirua Public Library staff
- 2.2 Special agreements must have the approval of the Library Manager.
- 2.3 Members of the public have access on a reference-only basis. They do not have Internet access, and computers are not available for use by children.
- 2.4 The Library may decline services to students who have not returned library resources or have unpaid debts to the polytechnic.

3. Off-site Campuses/Distance Service

- 3.1 Liaison between the Kapiti, Auckland and Porirua Campus Libraries enables ready access for staff and students to all collections. Where other sites do not have a library, every endeavour is made to provide appropriate services and materials. Students studying at a distance may borrow Library resources through the distance Library service. Programme Managers are responsible for classroom materials and tutor resources where a distance service is provided.

4. Responsibilities

- 4.1 The Library Manager is responsible for strategic leadership and efficient management and business planning to ensure the delivery of professional, high quality, user-centred Library services at Whitireia.
- 4.2 *External relationships*
The Library, through its staff, must have strong working relationships with other institutions to widen its base of expertise and information collection. Library staff establish and maintain contact with the library profession and ensure membership of the professional library association, LIANZA.
- 4.3 *Library resource statements*
The Library prepares Library Resource Statements as appropriate for review or accreditation panels. Two weeks' notice is required.

5. Collection

- 5.1 Collection development and acquisition of materials includes the following activities:
- collection assessment
 - selection, acquisition and processing of resources for existing and new programmes
 - replacement of lost or damaged stock
 - handling of donations
 - de-selection of items according to set criteria

5.2 *Purpose of collection*

The purpose of well-developed collection development is to provide high quality resources to support the educational programmes of Whitireia.

Resources are also selected, acquired and organised in order to:

- stimulate growth in factual knowledge and critical analysis
- develop the information skills of staff and students
- assist the polytechnic's research functions
- promote Whitireia equity goals and Te Tiriti o Waitangi
- maintain the physical condition of the collection at an appropriate level

5.3 *Collection assessment*

Collection assessment involves the systematic evaluation of resources. The information available in a particular subject area is examined for age, scope, language, format, amount of use, level and other criteria, generally by shelf-scanning. This facilitates the development of an overall picture of the existing collection by identifying its strengths and weaknesses in relation to the programme or course. Expert advice is sought from

teaching staff to achieve the best information or resources. Acquisition decisions are based on this assessment.

5.4 *Selection/acquisition*

The Library Manager has final responsibility for ensuring that the collection meets the needs of users. This is done in consultation with academic staff, library staff monitoring demand, students who cannot satisfy their information needs, interloans demand, authoritative reviews, and advice from Academic Board of new developments. All staff and students have the opportunity to recommend purchases. Recommendations can be made through the Dean or Programme Manager using the *Library Purchase Recommendation Form*.

5.5 *Selection/acquisition process*

The selection and acquisition process takes place when buying priorities have been established, a budget submission prepared and funding allocated.

Library budgets are allocated to each area based on several criteria, including:

- new programmes
- present state of the collection in the subject area
- number of EFTS
- estimated Library usage
- level of programmes

Regular budget reports are sent to Faculty Deans regarding the funds available to purchase Library materials.

As part of the academic quality process, there is a system to ensure that the Library has been consulted about new or revised programmes/courses. The Library Manager is a member of the Academic Board.

To identify suitable items for purchase, Library staff:

- send promotional material and seek recommendations from members of the staff
- examine books available from booksellers and publishers' agents
- peruse print and online catalogues, and inspect materials wherever possible
- consult reviewing journals

5.6 *Criteria for selection/acquisition*

The following are some of the criteria which will be considered when selecting new resources for the collection:

- appropriateness for the collection, special needs that may be satisfied, relevance to the curriculum, level of difficulty, style and language
- format with regard to durability, layout, illustrations, print size
- content including currency, scope, coverage, quality, relevance, authority of author
- frequency of use or whether the potential amount of use justifies the purchase
- price

5.7 *New Zealand/Pacific/Māori materials*

A wide representation of Māori, Pacific and New Zealand materials are included in the collection where the content is considered relevant to the programmes.

5.8 *Languages other than English*

Whitireia has courses in Māori and English for Speakers of Other Languages (ESOL) and material is purchased to support these areas.

5.9 *Monographs*

Monographs which are relevant to courses and support the research needs of staff and students are purchased. A small number of monographs are also purchased for general interest.

5.10 *Print journals*

Selection of print journals is based mainly on the relevance to courses and on price. Only a small number are purchased for general interest. Journals are used as reference only, and may be viewed and photocopied in the Library. All titles are kept up-to-date and back copies are available where possible. Where appropriate, the Library accesses electronic versions of titles to which it subscribes.

5.11 *Reference collection*

The materials in this collection are not available for issue and may be viewed in the Library.

5.12 *Audiovisual resources*

The Library purchases materials in as wide a range of formats as possible, including video, DVD, sound recordings and kits.

5.13 *Electronic resources*

The Library is committed to the effective use of technology to enhance the quality of learning, including flexible learning and distance courses. Access is provided to the most up-to-date information available. When selecting electronic resources, the Library Manager considers the impact on: equipment, staff, user demand, ease of use, reliability of access, durability and price.

5.14 *Duplication and replacement copies*

Duplication of materials is minimised. Some duplication is necessary because of demand and therefore multiple copies of some texts are purchased, including for the Closed Reserve section. Normally the number of multiple copies does not exceed five. Material which is noted as missing is considered for replacement.

5.15 *Tutor texts*

Tutor texts are paid for by faculties, processed through the Library and made available to staff and students at the discretion of the department concerned.

5.16 *Donations*

The Library accepts donations of material, provided that they meet the selection criteria. Material is accepted on the clear understanding that the Library staff decide what is kept and where items are located. Unwanted donations may be offered to staff and students or discarded.

5.17 *Withdrawal of resources*

To ensure that the Library collection remains current and to make the best use of available space, it is essential that outdated resources are identified to establish whether or not items should be withdrawn. De-selection criteria include: physical condition, date of publication, amount of use, duplication, relevance of content, more recent editions, and whether the item is unique or of historical importance to the collection profile or depth. Journals are considered for age, relevance of content, and whether or not the item has long-term value.

Programme Managers (or their delegated authority) have the opportunity to approve the withdrawal from the Library of resources in their subject areas.

5.18 *Intellectual freedom*

Library staff do not exercise censorship in the selection of materials by rejecting on moral, political, racial or religious grounds material which is otherwise relevant to the purpose of the Library and required to support the educational programmes of the polytechnic. Materials are not rejected on the grounds that content is controversial or likely to offend some sections of the Library community.

5.19 *Review of collection development/acquisition procedures*

Review of the Collection Development/Acquisition Procedures is done annually by the Library Manager in consultation with Library staff.

6. Lending

6.1 *Lending/overdues*

The normal loan period is three weeks with a maximum of eight items per borrower. Textbooks and Recommended Reading resources are on loan for three to seven days. These may not be borrowed by staff and students from other organisations. Videos and DVDs are able to be borrowed for one week. Staff and students may request two renewals. Journals, reference books, vertical file material and books on Closed Reserve may not be taken out of the Library. There are no fines for overdue material, apart from at Auckland campus, but borrowers with overdue items may be refused any further loans, at the discretion of the Library Manager.

6.2 *Lost/damaged items*

Lost or damaged resources are charged for or replaced by the borrower. Outstanding Library debts may mean students are unable to borrow or graduate.

6.3 *Damage to equipment*

The Library does not accept responsibility for damage to personal audiovisual equipment when borrowers claim that it has been caused by Library software. Library users borrow at their own risk.

7. Interloans

7.1 The Library, as a member of the New Zealand Inter-Library Loans Scheme, lends material to other libraries and borrows material not held by Whitireia. This scheme may also be used to identify titles which could be considered for purchase.

7.2 *Application*

Students are permitted a maximum of ten interloans related to their Whitireia studies per year. This covers both book and journal articles.

Staff are able to obtain interloans only on subjects relating to their employment at Whitireia.

Interloans are not available to support courses being taken at other tertiary institutions, but assistance is provided to those who need to access services at those institutions.

Every library has the right to refuse to lend an item.

7.3 Charges

The Library lends at no charge to:

- other libraries that do not charge
- other members of consortia to which Whitireia belongs
- those with whom Whitireia has reciprocal arrangements

The Library only charges those libraries which charge for interloans.

7.4 Processes

Interloan processes are:

- Staff and students complete a [Library Interloan Request Form](#) and return it to the Library.
- The Interloan Librarian actions the request within three days.
- Staff and students are notified when the item is received.
- Items must be collected from the Library except where a distance service is provided.

8. Library Commitment to te Tiriti o Waitangi

8.1 The Library is committed to Whitireia goals and recognises the unique place of Māori in New Zealand. The Library's aim is to include a Māori perspective in its approach to services, in order to ensure that the interaction between Māori staff and students and the Library is mutually satisfying. It is important that the Library is a place which Māori enjoy and feel comfortable using.

8.2 The Library aims to achieve this in the following ways:

- ensuring Mātauranga Māori is suitably incorporated into job descriptions and a process of recruitment, selection, appointment, training and retention reflects Māori skills, values and practices
- liaising regularly with Māori staff regarding such activities as resource building and Library orientation
- purchasing all relevant resources to continue building a Māori collection and to support programmes as appropriate
- processing all Māori resources so that they are clearly identified with kōwhaiwhai labels
- displaying appropriate Māori resources, in particular for special events such as Waitangi Day and Matariki
- ensuring signage is bicultural
- displaying Māori artworks
- including a Māori and/or te Tiriti o Waitangi perspective in any developments to the Whitireia Information Skills Electronic Resource (WISER)
- encouraging Library staff to undertake te reo classes to enable the correct pronunciation of Māori language
- enabling all Library staff to have the opportunity for te Tiriti o Waitangi training when available, in order to have a clear understanding of the principles and issues

9. Health and Safety in the Library

9.1 The Library aims to provide and maintain a safe and healthy environment for all visitors, students and staff. Children are the responsibility of their caregivers. Please report any issues or concerns to the Library Manager.

9.2 The Library complies with the:

- Health and Safety Policy at Whitireia
- Voluntary Code of Practice for Health and Safety Issues in New Zealand Libraries: <http://www.osh.dol.govt.nz/order/catalogue/ipp/library.pdf>
- Health and Safety in Employment Act
- accepted standards for New Zealand libraries, for example: book stacks; Online Public Access Catalogues at suitable heights; wheelchair accessible toilets at each floor; lift; first aid kits; and security guards on campus

9.3 *Assistance for people with disabilities*

Library staff are available to assist. If you require extra assistance, the Whitireia academic advisor (disability) is located in the building. Appointments can be made through a diary kept at the Poutama administrator's desk or by calling extension 3749 or 3721 or by emailing poutama@whitireia.ac.nz