

GBCA LIBRARY GUIDELINES

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Introduction

The GBCA Library is designed to provide a learning environment that enables and supports the teaching, learning and research needs of teachers and students. A range of relevant resources in a variety of formats are provided to support the successful completion of all the Global Business College Australia and University of Canberra courses.

GBCA Library Vision

To provide a strong, collaborative liaison with GBCA and University of Canberra's learning and teaching community, including empowering them with current, relevant resources to support them reaching their teaching and learning goals.

To significantly contribute towards attaining the highest quality educational standards through the provision and promotion of excellence in relevant, flexible, Library and information services.

Collections

The general collection contains all the required textbooks, along with additional references, that are recommended for each course taught at GBCA and University of Canberra. An Academic and Career support collection is included, to empower students to succeed both at GBCA, and afterwards in their respective careers. Support materials for the international students' study of the English language are also provided. Course relevant magazines and daily newspapers are provided to ensure that students' and teachers' knowledge is current, regarding international events and their field of study.

The Library collection includes items in the Course Reserve section with a Short Loan of 3 hours, which must be used only in the Library, to ensure that the core texts are always available. There are also items within the collection with a Short Loan of 3 and 7 days, so that key texts are available to ensure that everyone has an opportunity to use the texts.

The main collection, including fiction and non-fiction, is available for a three-week loan with three renewals.

Opening Hours

The GBCA Library is open 9am to 5pm, Monday to Friday.

If you need a Library outside these hours, please use the State Library Victoria on the corner of Swanston and La Trobe Street. They are open 10am – 9pm Monday to Thursday and 10am – 6pm Friday – Sunday. Also, the Melbourne City Library at 253 Flinders Lane, Melbourne is open 8am – 8pm Monday to Thursday, 8am – 6pm on Friday and 10am – 5pm Saturday and 12 – 5pm Sunday.

Any variation to these open hours will be announced on GBCA Library webpage <http://gbca.edu.au/>.

Student IT Support, Computers, Printing, Scanning and Photocopying

There are computers in the Library for your use. The Library provides basic IT support. For further information and support ask the Library staff or the IT support staff at the Queen St Campus Level 3 IT Service Desk or La Trobe St Level 1 IT staff.

The Library provides colour and black and white photocopying, printing and scanning services.

Printing / photocopying costs

	Colour one side	Black & white one side	Two-sided colour	Two-sided black & white
A4	25 cents	10 cents	19 cents a side	9 cents a side
A3	25 cents	10 cents	19 cents a side	9 cents a side
Other	25 cents	10 cents	19 cents a side	9 cents a side

Adding Print Credit

As a new GBCA student you received \$2 credit in your PaperCut printing/photocopying account. When you need more credit to print or photocopy, or to pay any Library fees, please ask the Library staff.

You can deposit the required amount to your PaperCut account in the Library by cash, or credit card via the Online Payment option on the GBCA website <http://gbca.edu.au/students/>. Use your student number and 'Library Services' eg. u3128767 Library Services in the Customer Reference Number field. You will need to provide a copy of the receipt to show your online payment, or do the payment with the Library staff. You will be issued with a PaperCut receipt which includes your current balance. To see your printing history and payments, please ask the Library staff member.

Study Skills Classes and Support

Regular Study Skills classes are offered. Times will be available on the Library page of the GBCA website. Basic assistance will be offered to learn how to:

- ✓ Use the GBCA and the University of Canberra Libraries
- ✓ Understand assessment tasks
- ✓ Research
- ✓ Reference
- ✓ Produce correct grammar and punctuation (Proof reading or correcting grammar or English in assignments not available)
- ✓ Print, scan and photocopy
- ✓ Solve computer problems
- ✓ Use Microsoft office suite

Quiet Zones and Mobile Phones

Library users are requested to respect other users' study needs. Quiet conversation is permitted in the Library. There is a Team Work zone and a Silent Study zone.

Mobile phone ring tones must be set to silent/vibrate. To speak on your mobile phone, please go out of the Library.

Food, Drinks and Smoking

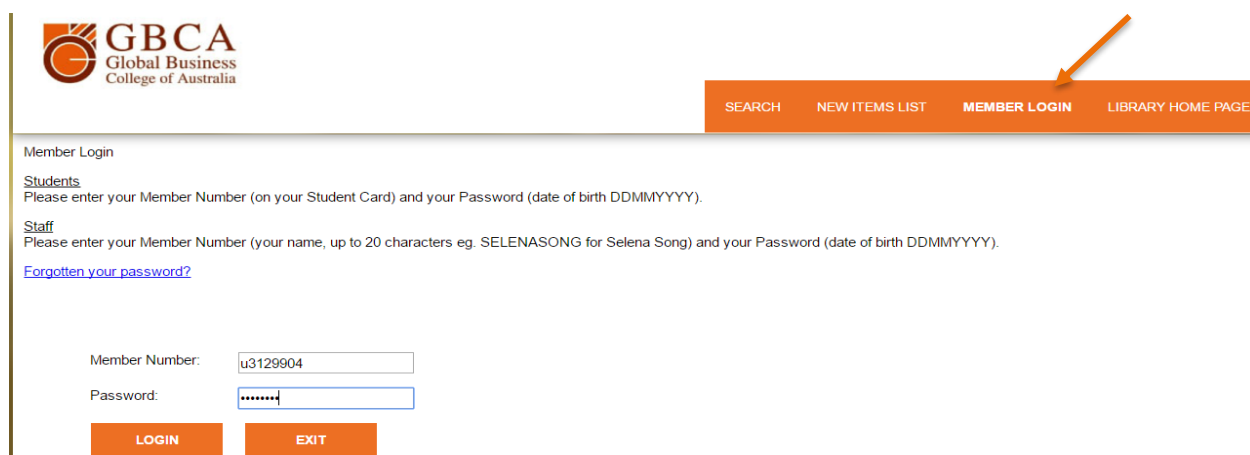
Hot food is not permitted within the Library area. Covered drinks and dry snacks only are permitted in the Library. Please go to the Break Out area on level 2 to eat your meals.

If you have a spill, please inform the Library staff immediately to clean up and protect the Library facilities. Remove any rubbish and clean up any scraps when you leave.

Smoking is not permitted in the Library.

Online Library Access

To view your items on loan, your fees, and to renew or reserve items, you may go to the GBCA website <http://gbca.edu.au/> and view the Library page. Select the Member Login option and insert your student number as the Member Number. Staff members' Member Number is their name, up to 20 characters eg. SELENASONG for Selena Song. Your password is your day, month and year of birth (DDMMYYYY). You can easily change your password if you like.



Borrowing

Upon presenting a current GBCA or UC student or staff ID card to the Library staff member, each staff member or enrolled student may borrow resources from the Library. Students must be enrolled for at least one full term and have a month left of that time to be able to borrow. Borrowers must take care of the items which they borrow and not write in or highlight text in books.

Borrower	Items	Loan Period
Student	6	21 days
Staff	6	21 days
Teachers	30	90 days
Short Loan 3 Hour Loans	2	3 hours
Short Loan 3 Day Loans	2	3 days
Short Loan 7 Day Loans	2	7 days

Please note, that it is your responsibility to know when your items are to be returned. The Library staff will let you know the due date when you borrow the item, and you will receive courtesy email notices to remind you to return the item on time. You can always check your due dates when you log into the Member Login tab of the GBCA Library on the GBCA website <http://gbca.edu.au/> where you will be able to view your current loans.

All items must be returned prior to leaving the college.



The screenshot shows the GBCA Library Member Login page. On the left is a navigation menu with links: Logout, Search Catalogue, Member Statement, Change Password, Loan History, and Reserve History. The main content area displays member details for ID 612075, including the card expiry date (22 Mar 2018) and the last borrowed date (5 Apr 2017). Below this is a table of borrowed items with columns: Barcode, Title / Volume reference / Additional Information, Author, Call Number, Due Date/Time, Num. of Renewals, and a Renew CHECK ALL button. An orange arrow points to the 'Due Date/Time' column.

Barcode	Title / Volume reference / Additional Information	Author	Call Number	Due Date/Time	Num. of Renewals	Renew CHECK ALL
300003	Print is dead : books in our digital age / Jeff Gomez.	Gomez, Jeff, 1970-	070.5 GOME	26 Apr 2017	0	<input type="checkbox"/>
300055	Meta tags: optimising your website for internet search engines : (Google, Yahoo!, MSN, Altavista, AOL, Althweb, Fast, GigaBlast, Netscape, Snap, WISEnut and others)	Blankson, Samuel	025.04 BLAN	26 Apr 2017	0	<input type="checkbox"/>
300072	Gold : the race for the world's most seductive metal / Matthew Hart.	Hart, Matthew, 1945-	332.4 HART	26 Apr 2017	0	<input type="checkbox"/>

Notices

To assist you to have free Library services and never to have to pay any overdue fees, or replacement costs, you will receive courtesy email notices to remind you when your items are due or overdue. If you have reserved an item or put it on hold, you will receive a notice when it is available for you to pick up from the Library. If you don't receive any notices, we may not have your current email address. Please contact the Library to update your address.

Type of notice	Timing of issue
Courtesy reminder	2 days before due date
First overdue	1 day after due date
Second overdue	3 days after due date
Lost / Long overdue	7 days after due date
Reservation/hold available	When the item becomes available


Renewals

Library members who would like to continue using their item, or may be unable to return items on time, can renew their loan items in person at the Library, or by calling +61 3 9326 9677, or by emailing the Library on Library@gbca.edu.au or by logging in to the Member Login feature of the online Library Catalogue on the GBCA website <http://gbca.edu.au/> as seen below. Here you will see your current loans. To renew you may either tick the item you wish to renew or select CHECK ALL to select them all. Then select SUBMIT. A message will appear to confirm your new due date.

Renewals	Times	Loan Period
Student	3	21 days
Staff	3	21 days
Teachers	3	21 days
Short Loan 3 Hour Loans	0	0
Short Loan 3 Day Loans	3	3 days
Short Loan 7 Day Loans	3	7 days

Three renewals are allowed if an item. Users are unable to renew their items if the item:

- is on hold for another user
- has been recalled to the Library
- they have been blocked from using the Library as they have \$10 or more in fees or have a lost item



GBCA
Global Business
College of Australia

Logout »
Search Catalogue »
Member Statement »
Change Password »
Loan History »
Reserve History »

Member Details for 612075
Card Expiry Date: 22 Mar 2018
You last borrowed on: 5 Apr 2017

Barcode	Title / Volume reference / Additional Information	Author	Call Number	Due Date/Time	Num. of Renewals	Renew
300003	Print is dead : books in our digital age / Jeff Gomez.	Gomez, Jeff, 1970-	070.5 GOME	26 Apr 2017	0	<input type="checkbox"/>
300055	Meta tags: optimising your website for internet search engines : (Google, Yahoo!, MSN, Altavista, AOL, Alltheweb, Fast, GigaBlast, Netscape, Snap, WISEnut and others)	Blankson, Samuel	025.04 BLAN	26 Apr 2017	0	<input type="checkbox"/>
300072	Gold : the race for the world's most seductive metal / Matthew Hart.	Hart, Matthew, 1945-	332.4 HART	26 Apr 2017	0	<input checked="" type="checkbox"/>

SUBMIT **RESET**

Reservations / Holds

Reservations can be made on items, unless:

- you already have a copy of the item on loan;
- you already have a request on a copy of the item;
- your borrowing privileges have been suspended for some reason (e.g. you are no longer enrolled, you have \$10 or more in overdue item fees on your Library record or a lost item, which restrict you from borrowing)

To reserve an item, you may either visit the GBCA Library in person, call the Library staff on +61 3 9326 9677, email the Library on Library@gbca.edu.au or search the online Library Catalogue on the GBCA website <http://gbca.edu.au/>.

Before you can reserve the item, you need to search for it. In the Search box at the bottom of the Library Catalogue page, enter your search term eg. 'management'. Select OK to search for all the items the Library has in their collection on this search term.

When you find the item, you would like to reserve, select the tick box next to the title and then select **RESERVE SELECTIONS**.

Result	Thumbnail	Title	Author	Year	Flags	Holding Information
1		<input checked="" type="checkbox"/> Australian management essentials / Neil Flanagan & Jarvis Finger. [Book]	Flanagan, Neil, 1947-	2013		Shelf Location: 658.4 . Collections: Business. No Items currently Available. Number of Holdings: 1.

Search Result Page: 1 Page: 1 of 1

The titles shown in BOLD have items available, non bold titles do not have any items in stock

[DISPLAY ALL](#) [DISPLAY SELECTION](#) [RESERVE SELECTIONS](#) [CLEAR SELECTION](#) [DOWNLOAD ALL](#) [BASKET ALL](#) [ADD TO BASKET](#)

If you are not already logged in, you will be asked to log in.

A confirmation screen with the relevant details appears. If all is correct, add your email and select PROCEED.

A Request for Reservation will be made for Member: **612075**

Your home Branch is: **Global Business College of Australia**

Pickup From Location: **Global Business College of Australia ▼**

Reservation expires by Date: **4 Jul 2017**

Notify by **Email**

Reservation Note **Linda.Gay@gbca.edu.au**

Reservations List

#	Title	Reservation Status
1	Australian management essentials /	

PROCEED

You will receive a confirmation message to let you know that your reservation has been placed. Your reservation will expire in twelve weeks. If you would still like your item to be reserved after that time you will need to reserve it again.

Reservation Confirmation

RSN	Title	Reservation Status	Notes
2	Australian management essentials /	Your Reservation has Been Placed	This reserve will expire on 4 Jul 2017

BACK TO CATALOGUE

When a requested item is available to borrow, you will be notified by email. You should collect the item within the 7 day (business days) hold period otherwise, the hold expires. If you are unable to collect your item within this time, please contact the Library.

Reserves / Holds	Hold Items	Pick-up Period
Student	3	7 days
Staff	3	7 days
Teachers	8	7 days
Short Loan 3 Day Loans	3	7 days
Short Loan 7 Day Loans	3	7 days

Returning

Please return your items on or before the due date to the Library. If, for any reason, the Library is not open, please return the items to reception and send an email to Library@gbca.edu.au to let the Library know that you have returned them. If you are unable to do so, please renew your items or contact the Library.

Library Fees and Payment

To ensure the equity of access to Library resources, fees are imposed to encourage borrowers to return items on time. Please renew or return your item on time to avoid fees, or contact the Library.

Loan Type	Fee Rate	Maximum fee possible
Normal Loans	\$1 per day	\$10
Short Loan 3 Hour Loans	\$1 per hour	\$10
Short Loan 3 Day Loans	\$1 per day	\$10
Short Loan 7 Day Loans	\$1 per day	\$10

Library fees apply for overdue, lost, or damaged items which **must be paid in full** prior to borrowing privileges being restored.

All fees must be paid and items returned prior to leaving the college or graduation.

To pay your fee, please return your items first to the Library. You can deposit the required amount to your PaperCut account in the Library by cash, or credit card by the Online Payment option on the GBCA website <http://gbca.edu.au/students/>. You will need to provide a copy of the receipt to show your online payment, or do the payment with the Library staff. You will be issued with a PaperCut receipt and your record will be updated and your borrowing privileges returned.

Damaged and Long overdue items

The Library declares an item lost if the item has not been returned 7 days or more after the due date.

Borrowers are required to replace items that are considered as lost, long overdue, or damaged, by paying the current recommended retail price (RPP) of that item. The replacement fee for multimedia equipment will be the current market price. A damaged item means that the item is returned in a condition not acceptable to be borrowed by another user. For example, water damage, including coffee stains, ripping damage, including pages torn out and highlighting damage, or underlining in ink. When an item has some damage, but is not yet beyond being used, a note will be placed on the record of the book to ensure that the current user is not penalised inappropriately.

An exact new copy will be accepted of the item, or the most current edition, if the exact copy is out of print, instead of paying the RRP.

When the item is returned in good condition, within a reasonable timeframe, only the overdue fee will apply.

Suspensions

Your borrowing privileges will be suspended if you have:

- an overdue Course Reserve three hourly loan
- a fee of \$10.00
- a book more than seven days' overdue which has then become "lost" to the Library

To avoid suspensions, you should keep the total amount of your Library fees below \$10 for the duration of your study, academic or professional career at GBCA.

Student System Sanctions

If you have a long overdue or damaged item, or unpaid Library fees of over \$10, you will be subject to sanction in the student system, which may not allow you to access your results, receive your transcripts, Graduation Certificate or re-enrol. The sanction is cleared once you return the overdue items or pay the fees.

All outstanding fees must be paid prior to leaving the college or graduation.

Appeals Process

If you feel that you have received an unfair Library fee for an overdue item or damaged item replacement cost, you may appeal by completing the Library Appeal Representation Form which you will find on the Library page of the GBCA website <http://gbca.edu.au/>

You may only appeal if you have:

- ✓ checked and updated your email address with the Library and read your email notices
- ✓ been unable to check the Library page and login to the Member Logon on the GBCA website <http://gbca.edu.au/> to view your loans and the due dates and renew your items
- ✓ contacted the Library to let us know there was a challenge with renewing or returning the items
- ✓ not given your item to someone else to return for you
- ✓ a valid personal circumstance with a Medical or other relevant certificate or documentation
- ✓ accepted that the time of return shown on the Library system is the only time and date it was returned. There is no other variation as it cannot be changed in any way

Borrowing privileges will be temporarily returned for five days until the appeal is processed. If your appeal is granted, the agreed reduction or removal of the fee will reinstate your borrowing privileges. If your appeal is unsuccessful, you will be required to pay the fee prior to leaving the college and/or graduating, and then your borrowing privileges will be returned.

Please note that it is your responsibility to know when your items are to be returned. The Library staff will let you know the due date when you borrow the item and you will receive courtesy email notices to remind you to return the item on time.

Copyright

Copyright is a form of intellectual property that protects a person's creative skills and labour. In Australia, copyright law is governed by the Copyright Act 1968 (the Act), and the Act is amended from time to time to keep the law up to date. Material protected by copyright includes but is not limited to:

- ✓ Literary works such as books, journal articles, novels, reports;
- ✓ Computer programs;
- ✓ Compilations such as databases;
- ✓ Sound recordings such as recordings of music or words;
- ✓ Cinematograph films such as feature films, television programs and commercials and
- ✓ Artistic works such as photographs, maps, plans and paintings.

All students conducting their own research can rely on provisions in the Australian Copyright Act 1968 called "Fair Dealing for the purposes of research or study" meaning that you can copy the following:

- ✓ one article from a periodical publication (e.g.: journal) or more than one article from the same issue if they relate to the "same research or course of study";
- ✓ one chapter (or 10% of the pages) of a literary, dramatic or musical work (e.g.: book, play or sheet music);
- ✓ 10% of the number of other types of works and subject matter, such as audio-visual material, for study purposes (e.g.: clips from films).
- ✓ Fair dealing for research or study allows you to make use of a copyright work for your assessment. It will not cover you if you intend to publish or communicate the work to the public (e.g.: put it on a website).

**** DO NOT PHOTOCOPY WHOLE TEXTBOOKS ****

For more information, visit the Australian Copyright Council website at: <http://www.copyright.org.au/>

Contact the Library

If you are experiencing difficulty, or wish to discuss or appeal a fee, or require assistance with renewing or reserving an item, please contact the Library via one of these methods below:

Phone: +61 3 9326 9677

Email: Library@gbca.edu.au

Online: <http://gbca.edu.au/>

In person: Level 1, 338 Queens Street, Melbourne VIC 3000

Communications: All communications from the Library to you will be via the email address you have provided to the Library or student services. If you are not receiving emails, when you think that you should, please check that we have your current and most used email address.

Disclaimer

The information provided was correct at the time of publication, and is subject to change without notice. Please contact the Library to confirm information.
Published May 2017

REVISION RECORD

Date	Version	Revision description
18/5/2017	1	Original document