Athabasca University

Directory of Records – General

Office - Library & Scholarly Resources

Description of the Mandate and Function:

- Library services and resource materials are provided to support the information needs of the Library user groups.
- This department has five main areas: Administration, Learning & Research Services, Interlibrary Loans (ILL), Technical Services and Systems, and Web Projects and Services;
- The Administration area provides administrative support for all areas in the library.
- The Learning & Research Services area is responsible for receiving requests for library materials and resources, providing reference services, monitoring circulation of library materials, recalling library materials, shipping and receiving library materials and shelving library materials. The copyright office also falls under this group.
- The Technical Services and Systems are responsible for ordering, receiving, cataloguing and processing library materials.
- Interlibrary Loans is responsible for providing interlibrary loans services to library users.
- Web Projects and Services is responsible for sourcing, scanning, converting, tagging, uploading and preserving images, sounds, and videos. In addition to the process of digitization, the unit also hosts digital objects on a variety of websites making resources available to students, staff, and the general public.

General Classes or Types of Information:

Databases: Innovative Interfaces Integrated Library System – online catalogue, circulation, acquisitions, cataloguing, Copyright Database

Relais (Interlibrary Loan (ILL) – send and receive ILL requests)

Administration – records include:

- Staff meeting agendas and minutes
- Information and documentation relating to library services, products, vendors
- Statistics
- Associations library is a library association member or has a subscription to
- Contracts and license agreements relating to library databases
- Copies of common administrative and operational records such as annual reports, budgets, staff leave request forms, university committee meeting minutes, invoices, purchase orders, and general program and services information
- Cataloguing activity reports (lists cataloguing activities by user name)
- Copyright agreements and licenses associated with AU Course materials and AU business
- Records pertaining to Athabasca University trademarks and properties.

Public Services – records include:

- General information and documentation relating to circulation functions
- Correspondence to and from patrons
- Correspondence and documentation relating to patron accounts (recalls, overdues, holds, suspensions, invoicing, etc.)
- Information, reports and documentation relating to the course materials collection
- Monthly reports
- Delivery requisitions
- Information and documentation relating to financial transactions (petty cash, invoicing, licenses and royalty payments related to copyright)

Interlibrary Loans – records include:

- General information and documentation relating to ILL functions.
- Statistics
- Monthly reports
- Contracts and license agreements relating to ILL purposes only
- Information and documentation relating to financial transactions (petty cash, invoicing, accounts analysis reports, etc.)
- Correspondence
- Requests for materials
- Information and documentation relating to requests such as cancellation notices, received slips, and completed
- Delivery requisitions
- Documentation relating to "problem" received documents

Technical Services and Systems – records include:

- Requisitions for library materials (department and staff requests)
- Action forms for subscriptions and standing orders
- Vendor information
- Posting records (records items purchased, payments made, encumbrance and disbursements for funding categories)
- Fund activity reports (lists what was ordered and purchased for each designated fund)
- Purged records (list of records deleted from the acquisitions database)

Web Projects and Services – records include:

- Copyright permissions stored on a server and backed up by ITS
- Digitization processes (stored in a binder and on computer)
- Personal information collected when students submit their final projects to the Digital Thesis and Project Room

PIB Titles:

Interlibrary Loans - Relais Database
Public Services - AUAA Member
Public Services - Adjunct Professors List
Public Services - Library Patrons
Public Services - Circulation Database
Public Services - Invoiced Patron Files - Cancelled/Paid

Public Services - Invoiced Patrons - Active
Public Services - Suspended Patrons Files
Technical Services and Systems - Acquisitions
Technical Services and Systems - Online Catalogue Database
Web Projects and Services – Data collection for the Digital Thesis and Project Room

Copies of Records Located:

Finance, Staff Records, Other Offices as required.

Policy & Procedure Manuals, Guidelines, Handbooks, Etc.:

Information Desk Policy and Procedure Manual
Circulation Policy and Procedure Manual

Remarks: