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## Core Library Services for AU Students Policy

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### Department Policy Number

### Effective Date

April 30, 1995  
May 18, 2000 (Library Standing Committee)

### Purpose

To describe library services that all students enrolled in an Athabasca University (AU) course can expect.

### Definitions

N/A

### Policy

Subject to policies in the AU Calendar and specific course requirements, AU Library will provide the following core services to students who are enrolled in an AU course.

1. access to materials in AU Library;
2. access to AUCAT (the online catalogue of library materials), bibliographic databases, and Internet resources that are available on the AU Library web page;
3. access to library assistance and instruction by contacting the Library Information Desk (by phone, fax, e-mail, mail, or in-person);
4. request and use Interlibrary Loan (ILL) services; and
5. access to applicable reciprocal loan programs.

AU Library will strive to provide comparable library services to students outside of Canada.

### Regulation

Students may borrow materials. Some materials have course specific loan periods; some materials have restrictions respecting circulation; and some materials will be photocopied. Library materials



are normally sent to students at their home address, with provision for return to AU Library. Arrangements can be made for delivery of materials to an AU Learning Centre and for return of materials to AU Library.

Students may search AUCAT from an AU Learning Centre or from their own computer if they have the necessary equipment and connectivity. The Library will provide help sheets that include brief instructions and sample searches.

Students may request help in bibliographic verification, assistance with compiling bibliographies, assistance in identifying a library in a student's vicinity, assistance with constructing a search strategy, assistance with research projects. When appropriate, AU students may request a mediated search of AUCAT or of bibliographic databases and indexes.

Before processing ILL requests, students and AU Library staff must consider the specific course requirements of the course in which the student is enrolled, including the level of course and the length and breadth of the assignment or project. Consideration also must be given to the capacity of the Library collection and resources to meet the information needs students in specific courses, and the time factors surrounding students' deadlines and the delivery of ILL materials from the providing library to AU and then to the student.

### **Procedure**

The Library Information Desk provides library services. The ILL Office of AU Library provides ILL services.

### **Approved by**

Library staff (June 2000)  
Library Standing Committee (May 18, 2000)

### **Amended Date/Motion No.**

### **Related References, Policies, and Procedures**

Athabasca University Calendar  
The Council of Prairie and Pacific University Libraries (COPPUL) Reciprocal Loan Program  
ILL Service for Students  
Library Services to Students Brochure  
Specific course requirements  
The Alberta Library (TAL) Reciprocal Loan Program

### **Applicable Legislation/Regulation**

N/A



**Responsible Position/Department**

Director, Library Services

**Keywords**

library, loan, borrow, reciprocal loan program