

### Monash University Library Summary of Services

SERVICE	DESCRIPTION
<b>INFORMATION RESOURCES: ACCESS AND DELIVERY:</b> access to materials and resources	<p>Provision of infrastructure for access to electronic resources including: the library website; the library catalogue; electronic books and serials; web subject pages; database pages; electronic reading lists; electronic resources; Monash University Lectures Online; Exams Online; ePress; electronic theses; research repository; collaboration with other providers.</p> <p>Provision of access to branch-based collections including: books; serials; microforms; videos; CD-ROMs; DVDs; kits; music scores; maps.</p> <p>Provision of circulation services including: lending; reshelving; discharging; intercampus loans; online renewals; recalls; holds; overdue notices; searching for missing books.</p> <p>Provision of access to other libraries' collections including borrowing privileges.</p> <p>Provision of access to reserve collections of high use items in print or electronic form.</p>
<b>INFORMATION RESOURCES: COLLECTION MANAGEMENT:</b> development, selection, acquisition, cataloguing, maintenance and overall management of library resources	<p>Provision of relevant and current materials in print and electronic formats including: selection, acquisition and processing of new materials, with fast tracking of urgent orders; multiple copies of high demand items; weeding, removal from the collections and deletion from the catalogue of obsolete titles; selection of replacement titles; evaluation and negotiation of donations of significant collections; negotiation of licence agreements and terms of supply.</p> <p>Ongoing maintenance of physical collections including: binding, repairs and specialised storage when appropriate; storage management.</p>



	Access to archives and full text journals and other electronic resources.
<b>INFORMATION SERVICES:</b> information services to enable library customers to identify, locate and effectively use appropriate materials and services	Provision of information services including: responding to basic inquiries and to requests for in-depth or specialised information. Includes advice on resources, facilities and services received in person, by telephone, email or electronically.
	Provision of information sessions on library resources, facilities and services including: Orientation tours; introduction to the library catalogue; basic and advanced information literacy classes; individualised sessions for new academic staff; promotion of information literacy skills and incorporation of assessable tasks.
	Provision of print and online guides to library resources, facilities and services including: database and subject guides; online library tutorials; brochures on library facilities and services.
<b>LEARNING SKILLS SERVICES:</b> Learning skills services to facilitate the development of core skills and attributes that students need to learn within an academic environment and disciplinary context	Provision of learning skills services including: integrated and embedded programs within faculty curricula; discipline-specific and generic workshops and sessions; drop-in sessions and one-to-one support for identified cohorts, including HDRs, students registered with the DLU and identified 'at risk' students.
	Provision of learning skills online and print resources, including online learning materials and web-based networked resources, and print guides and other materials.
<b>PHYSICAL ENVIRONMENT:</b> study and work environment	Provision of a study and work environment with a range of facilities and services including: individual study carrels; flexible learning areas; laptop access to the university network; computers; workstations; printers; photocopiers; provision of group rooms for study, discussion and multimedia viewing.
	Provision of a secure and safe library environment, with an ongoing maintenance and improvement plan.
	Provision of services and facilities for library users with special needs including: library accessibility and collection access; specialised equipment and study aids; individual assistance.



<b>SERVICES FOR OFF-CAMPUS STUDENTS:</b> delivery of library resources to off campus students	Provision of services to off campus students including: provision of loans, renewals, and photocopies; response to inquiries received via the library's web pages, the email help service, by mail, telephone and fax.
<b>DOCUMENT DELIVERY SERVICES:</b> delivery of requested items not available in home campus Monash library	Provision of document delivery services for postgraduate students and staff, by obtaining from other libraries, books and other non-print materials for loan, and copies of articles and chapters for retention by the requestor.
<b>PARTNERSHIPS:</b> services to hospital libraries; services to overseas campuses and centres; cooperative services and partnerships	Provision of services which the library supports but for which there are additional partnership arrangements and for which the library is not wholly responsible including: services to hospital libraries, overseas campus and partnership libraries and collections.