Kaplan Library Charter

This charter is current as of 1 January 2014 and will be reviewed at least annually by the National Librarian.

Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Kaplan Online Higher Education.

Purpose

The purpose of this charter is to describe what the Kaplan library will do for the library user, outline the library services provided and how these are delivered. In it Kaplan established its service commitments to students and encourages library users to help Kaplan run the Library more effectively.

Introduction

The Kaplan library caters for students learning requirements. The Library will maintain copies of text books (prescribed and recommended) relevant to the program area. Students also have access to a range of online data bases and, where available, ebooks. Texts will be on loan to students on a first-come-first-served basis. Students can learn more about library services and resources in the handbook or via their online learning environment.

Students are encouraged to use the library as frequently as possible but will be required to abide by its rules. The Library Rules and Regulations are found on the library section of the student portal.

The library will

- Provide access to learning materials to support Kaplan’s education programs.
- Provide a physical space for the hardcopy collection and access to online resources.
- Provide opening hours appropriate to part time and full time students within available resources and constraints.
- Publicise accurate information about library resources, services, facilities, fees/charges and notify users of any changes to our services.
- Maintain a catalogue of the library’s collections.
- Provide information about borrowing entitlements and maintain a record of all books on loan.
- Provide a reservation system for material which is out on loan.
- Provide access to a range of electronic information resources and databases.
- Provide a reference enquiry service during the hours advertised.
- Respond promptly to enquiries made in person, by telephone, in writing or by email.
- Provide training to users to develop skills in finding information for learning and research.
- Continuously aim to improve services and resources based on user feedback.
- Provide information on bookshops and other appropriate locations to purchase books.
Students/Users are expected to:

- Accept responsibility for all items issued to them and return the items in good condition by the end of the loan period, or sooner if recalled.
- Never attempt to remove material not issued to them or deface or damage any item of Library material.
- Observe copyright regulations and licensing agreements for all resources used.
- Abide by the Library’s policies and treat other users and library staff with courtesy and consideration at all times
- Pay any late fees or replacement costs if the book is damaged or lost.

Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education Australia.