3. Practices

3.1. General

3.1.2 Clients

Identification Block

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<tr>
<td>Contact Officer</td>
<td>Associate Director, Library Services (Information Resources and Research Support)</td>
</tr>
<tr>
<td>Approval Authority</td>
<td>Library Leadership Team</td>
</tr>
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<td>23 December 2013</td>
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Policy Statement

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3.1.2 Clients

1. Introduction

The Library’s collections (print and electronic) are intended to meet the information needs of primary clients. The primary clients of QUT Library are QUT staff and students. In the spirit of collection sharing and community engagement, the Library does make provision for access and use of the print collections by clients who are neither QUT staff nor students, through a variety of arrangements.

The Library provides access to a selected number of electronic resources for use by members of the public from computers located within the QUT Library buildings, and a selection are also available online for Alumni members.
2. Primary clients

2.1. Primary clients: Description of categories

Primary client categories include the following:

- Undergraduate students. In addition, the following groups are included:
  - Students enrolled in non-award courses
  - Visitors to the University classified by the University as “like student”
- Postgraduate Coursework students, including:
  - Graduate Certificate Students
  - Graduate diploma students
  - Masters by coursework students
  - External postgraduate students
  - Professional Doctorate students
- Research students, including
  - Honours students
  - Masters by research students
  - PhD students
- Staff, including
  - Professional staff
  - Academic staff
  - Academic researchers located in off-site facilities where research work is undertaken
  - QUT Council members
  - Visiting staff
  - Adjunct Professors
  - Employment agency staff and consultants granted “like staff” status on Human Resources database
- Others persons affiliated with QUT, including
  - Life Fellows of QUT
  - Honorary Doctorate recipients
  - Persons honoured by QUT awards
  - Retired staff with more than 10 years of service
  - Other individuals granted “like staff” status, who are entered on the Human Resources staff database

2.2. Primary clients: Access to resources

2.2.1. Borrowing privileges

Borrowing privileges vary for the different groups of clients described above. They are specified in detail at:
http://www.library.qut.edu.au/services/borrowing/

3. Other clients (non-QUT)

The Library also undertakes to serve the needs of other clients, not affiliated with QUT, who are eligible to use the Library’s collections in various ways. Non-QUT clients include:

- Reciprocal borrowers
- Individual Associate members
- Corporate Associate members
• Educational Associate members
• Alumni Library Information Service (ALIS) Associate members
• School Associate members

3.1. Other clients: Description of categories

Reciprocal borrowers include students and staff from other Australian and New Zealand universities. QUT is a member of the reciprocal borrowing scheme, University Libraries of Australia and New Zealand (ULANZ), which allows staff and students from participating Australian and New Zealand universities to register and borrow in person from QUT Library. However, QUT does not provide reciprocal membership to University of Queensland undergraduate students.

Associate members include:
• Individual members of the general community, business and industry
• Students of other educational institutions including schools, TAFE or private training providers
• QUT graduates and Alumni members
• Brisbane North Institute of TAFE students (Caboolture only)
• QUT Student Guild Employees
• Chaplains and outside members of QUT Council Committees

Corporate Associate members include companies and organisations who may wish purchase one or more borrower cards.

Educational associate members include Training providers offering non-university level courses who wish to purchase membership in bulk for their staff and students.

3.2. Other clients: Access to resources

3.2.1. Borrowing privileges

Borrowing privileges vary for the different groups described above. They are specified in detail at http://www.library.qut.edu.au/services/community/borrowing_guide.jsp
# Modification History

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<td>Update stats</td>
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