



## DISTANCE EDUCATION LIBRARY SERVICES

For online Library information and services select the **Library Link** from **my.csu**

CSU Library is committed to the provision of equivalent services to DE and internal students. The CSU Library Website provides access to the full range of resources to support your learning and research.

The Library's **Ask a Question** online help service is available to all students. Library staff will aim to respond within 24hrs of receiving your query, excluding weekends and public holidays. Use this service to obtain advice and assistance on:

- using the Library's services and resources including the catalogue and databases
- technical difficulties in accessing or using library databases, catalogue, scanned articles emailed to your desktop, and other services
- loans, renewals and fines
- research support including Endnote
- postage and delivery of requested items.

Each time you submit a query to *Ask a Question* you will receive a return receipt and an individual record number for that query which you can then use to track the progress of your query. Before submitting a question you may like to check the Library Web site that lists some popular **FAQs**. To look at the FAQs go to the Library Web site. **FAQs** is under the **I need help** column.

### Loans

Items should be requested directly through the Library Catalogue by selecting the **Request a loan** option that is available when the **Check availability** details are selected. Choose **Home Address** as your **Pickup/delivery** location to have items posted to you.

- A current CSU ID card is required
- A maximum of 20 items may be borrowed at any one time.

### Loan Periods

	Undergraduate students (include Grad. Dip., Grad. Cert.)	Higher degree students (PhD, Masters, Hons.)
<b>Books</b>	28 days (2 renewals)	28 days (3 renewals)
<b>Video/DVD</b>	14 days (No renewal)	14 days (No renewal)
<b>High demand items (incl. some AV Material)</b>	2 days (+ postage time) No renewal	2 days (+ postage time) No renewal

**Note:** Items are not able to be renewed if they are overdue, you have outstanding fines of \$10.00 or more, or another student has requested that item. Further information can be found on the Library web site at <http://www.csu.edu.au/division/library/how-to/faq/borrow.html>

### Delivery and Returns

Forward postage charges are paid by the Library. **You must pay the return postage costs.** Please return library materials, in **padded envelopes or courier satchels**, using the return address label included. Items from different campus libraries may be returned together to any CSU campus library listed over the page.

### Late Returns/Fines

Overdue items or unpaid fines may result in the suspension of borrowing privileges until the matter is resolved. Fines accrue on overdue 28 day loan items at the rate of \$0.50 per item per day, while fines on overdue short term loans (including videos and DVDs) accrue at a rate of \$5.00 per item per day. High demand items may be recalled by the Library. Recalled item fines accrue at the rate of \$5.00 per item per day from the nominated date. Outstanding debts at the end of each semester must be paid before your results will be released.

**All items must be posted so they arrive in the Library before the due date to prevent fines being incurred.**

### Copies

Copies of articles or book chapters may be requested from the Library Catalogue by selecting the **Request a photocopy** option that is available when the **Check availability** details are selected. Remember to select the correct issue or provide volume and issue details if requesting a periodical article. Alternatively, the online **Intercampus copy form** may be used. Copies will normally be scanned and delivered to you electronically.

### Copyright

Copy Requests must comply with Australian Copyright legislation which allows the following to be photocopied for the purposes of private research or study:

- up to 10% or one chapter of a book (whichever is the greater), or
- one article from any single issue of a periodical / journal / magazine.

Should a photocopy request from a book exceed the copyright limit, **the entire book may be posted to you.**

### Charges

Normally there is no charge for providing copies. Charges will be incurred for large quantities of copying or for facsimile transmission.

## Your Library Anywhere, Anytime

CSU Library provides access to thousands of **full text** online journals through a range of **Journal databases** and to a growing collection of **electronic books**. **Subject Support** provides links to the most suitable databases for your subject and to selected Internet resources. Search the **Journal databases** for information relevant to your assignment

**SmartSkills** is a self-paced, interactive tutorial designed to help you develop your library and information skills. It is available from the Library Web site. Find this resource under the link to **Library Skills**. The modules offer online instruction on the use of the CSU Library Web site, catalogue, databases, the Internet, interpreting your assignment question, and requesting loans and copies.

**Watch-it!** tutorials enable you to watch a video on how to search the **catalogue** and **Journal databases**.

**Podcasts-** each week the library presents a new podcast to inform you of the resources and services available in the Library.

## Using other libraries

All tertiary education institutions allow use of the collections within their library. Most university libraries allow borrowing upon presentation of your current CSU ID card and proof of current enrolment. Some libraries charge fees. Libraries must be attended in person as a postal service is not provided. For more information click on the **Borrow From Other Libraries** link on the CSU Library Web site.

## Overseas students

An extensive range of online services is available from the Library Web site. Copies of chapters of books and periodical articles may also be requested. These can be e-mailed to your desktop. Because of difficulties associated with delivery, books and audiovisual items are not sent to students outside Australia.

## Contacting CSU Library

<b>Campus</b>	<b>Email/Facsimile</b>	<b>Telephone</b>	<b>Post</b>
<b>Wagga Wagga</b>	<i>waglib@csu.edu.au</i>  (02) 6933 2134	1800 808 369 Free Call	<b>Access Services</b> Wagga Wagga Campus Library Charles Sturt University Locked Bag 702 WAGGA WAGGA NSW 2678
<b>Bathurst</b>	<i>bathlib@csu.edu.au</i>  (02) 6338 4163	1800 808 369 Free Call	<b>Access Services</b> Bathurst Campus Library Charles Sturt University Private Bag 50 BATHURST NSW 2795
<b>Albury – Wodonga</b> (Albury City & Thurgoona)	<i>alblib@csu.edu.au</i> or <i>thurlib@csu.edu.au</i>  (02) 6051 9841	1800 808 369 Free Call	<b>Access Services</b> Albury-Wodonga Campus Library Charles Sturt University PO Box 789 ALBURY NSW 2640
<b>Orange</b>	<i>oralib@csu.edu.au</i>  (02) 6365 7637	1800 808 369 Free Call	<b>Access Services</b> Orange Campus Library Charles Sturt University PO Box 883 ORANGE NSW 2800
Dubbo	<i>oradist@csu.edu.au</i>  (02) 6885 7301	<b>(02) 6885 7305</b>	Dubbo Campus Charles Sturt University Yarrandale Road Locked Bag 49 DUBBO NSW 2830

Note: The CSU campus at Dubbo offers on-site access to a small collection. Online resources and computer facilities are also available. Books borrowed from other CSU libraries may be returned at the Dubbo campus. DE library services are not provided from this campus.