

UOW LIBRARY - MANAGEMENT HANDBOOK	
Chapter:	C GENERAL POLICIES AND PROCEDURES
Section:	C14 - Community Engagement
Approved by:	University Librarian
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Contact Person:	Associate Librarian, Client Services
Related Policies:	
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1 INTRODUCTION

- 1.1 The University's governing Act requires it to *provide educational facilities of university standard, having regard to the particular needs of the Illawarra region; and to disseminate and increase knowledge and promote scholarship*. As a professional unit of the University we are bound to uphold this requirement.
- 1.2 The University's Community Engagement Strategic Plan is designed to provide "a framework for implementing, reviewing and improving objectives, strategies and activities that realise and give value to the relationship between the University and the community" and to achieve a key University strategic goal, "*Productive engagement with our regional, national and international communities*". The Library will uphold these principles and new strategies will be informed by the priorities stated in the current strategic plan.
- 1.3 The University of Wollongong Library is committed to the provision of excellent, high quality service to all of its clients, which includes members of our community. This is signaled in the Library Vision statement: *contribute to the development and enhancement of a knowledge based society*.
As the largest academic library south of Sydney to the southern border of NSW, University of Wollongong Library has a commitment to share its knowledge, skills and expertise with colleagues and the community.
- 1.4 The Library supports the philosophy outlined in the Values statement of the peak Australian Library organisation, the Australian Library and Information Association, (ALIA).
"Library and information services professionals commit themselves to the following core values of their profession:
1. Promotion of the free flow of information and ideas through open access to recorded knowledge, information, and creative works.
We assert that this access across time and across cultures is fundamental to a thriving culture, economy and democracy.
 2. Connection of people to ideas.
We guide, inform and educate the seeker in defining and refining the search, and foster intellectual freedom and all forms of communication.
 3. Commitment to literacy, information literacy and learning.
We enable independent and formal lifelong learning by providing resources and expertise to meet the needs of learners, and of the human spirit.
 4. Respect for the diversity and individuality of all people.
We accept each request without bias and in confidence, and strive to meet it within our resources and expertise.

5. Preservation of the human record.
We seek to preserve the cultural memory, knowledge and evolved wisdom of humankind, to explain the past, illuminate the present and inform the future.
6. Excellence in professional service to our communities.
We strive for integrity, competence, personal growth, and service to our profession and to our communities.
7. Partnerships to advance these values.
We advocate co-operation between all library and information services, and with related agencies, for the private and public good.”

Adapted from: *ALIA Core Values Statement* (2002) [Homepage of Australian Library and Information Association (ALIA)], [Online]. (June 2005 – last update). Available: <http://alia.org.au/policies/core.values.html> [Accessed 2005, Sept 9]

2 DEFINITION

- 2.1 Our community clientele encompasses local, state, national and international citizens, libraries, organisations and industries.

3 COMMITMENT TO SERVE OUR COMMUNITY

- 3.1 The Library is committed to the following services and programs to support its community:

Access and support

- Free walk up access to a range of electronic and print resources for all members of the community (dependent on license conditions)
- Research support through service desks
- Access to the collections of the University Archives within the guidelines of the University of Wollongong Archives policy

Membership

- Community borrowing on a fee for service basis, including HSC students within the Wollongong and Shellharbour local government areas.
- Reciprocal membership for university students who live in the region and study at other institutions
- Free membership for local organisations and industries which have research links with the University

Professional development

- High school work experience placements
- High school information skills programs
- TAFE Library Practice student placements
- Professional Library placements
- Library Professional Cadet employment
- UOW Student internships

Professional support for and agreements with other libraries

- Agreements with the Wollongong City Library to preserve and provide access to local historical material
- Service Level Agreements with partner libraries

Encouragement and support for staff to engage in community activities

- Membership of external committees and working groups
- Support to participate in external activities

Charity fundraising

- Regular fundraising programs for local, national and international agencies

Promotion of community events

- Foyer displays

4 **RESPONSIBILITIES**

4.1 The University Librarian, the Associate Librarian, Client Services and Team Leader Client Services are responsible for monitoring the implementation of this policy.

5 **IDENTIFYING NEW COMMUNITY ENGAGEMENT OPPORTUNITIES**

5.1 All staff are encouraged to suggest ideas for improvement to community engagement strategies.

6 **LINKS TO OTHER POLICIES**

6.1 B2 Quality Service and Excellence
 C8 Client Service
 G1 Donations
 G11 University Archives

7 **FRAMEWORK FOR COMMUNITY ENGAGEMENT**

7.1 For effective and sustainable community engagement, and to meet its obligations to its primary clientele, the Library has the following guidelines for some activities.

Access and support

- No strict limit is placed on access and support, however priority is always given to UOW staff and students
- Some types of research support may necessitate a (cost recovery) charge

Membership

- No limit to the number of external memberships
- See membership policies and guidelines for rules governing access to membership

Professional development

Numbers accepted will be based on the timing of requests and availability of staff in the relevant sections to supervise.

- High school work experience – up to three per year
- High school information skills programs – agreed programs only to be held during session break. Library staff will not provide adhoc tours and classes
- TAFE Library Practice students – up to four per year
- Professional Library placements – up to three per year
- Library Professional Cadet employment – (frequency to be determined on need)
- UOW Student internships – up to two per year

Encouragement and support for staff to engage in community activities

- Within resource availability
- With the agreement of team coordinator if conducted during core hours

Professional support for and agreements with other libraries

- As required

Promotion of community events

- Subject to the availability of space and the appropriateness of the request

Charity fundraising

- No formal limit to fundraising