

16. Information Services

Introduction

This section covers those functions within the institution that provide access to information the student body and both academic and administrative staff. These include libraries, computing services, archive services, and information support services.

Such functions may be managed separately from each other, or in various combinations. These services routinely explain their facilities (and the conditions of their use) to students, staff and the general public and it is information of this nature that is included within this section.

In some instances information will be exempt from disclosure where it contains personal information, or information which, if released, may substantially prejudice the commercial interests of any person, endanger the physical or mental health or the safety of an individual, substantially prejudice the effective conduct of public affairs, or constitute an actionable breach of confidence.

Class Name	Class Definition	Examples/Comments	Web link to Information / Format of Information	Fee	Withheld Information
Library facilities	Availability and conditions of use of library facilities	Information about who can access systems and services and the facilities that they can access. Opening hours of libraries. General rules and conditions of use (e.g. on smoking, drinking, eating, use of mobile phones, policies with regard to law such as copyright, use of national/external services) Other Examples Include: <ul style="list-style-type: none">External borrower scheme and charges	www.rgu.ac.uk/library	Free	

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		• Library Guide			

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Computing facilities	Availability and conditions of use of computing facilities	<p>Information about who can access systems and services and the facilities that they can access. General rules and conditions of use (e.g. on smoking, drinking, eating, use of mobile phones, policies with regard to law such as copyright, mail spamming/bombing).</p> <p>Details of logging, monitoring and procedures followed in case of breach of conditions of use.</p> <p>Other Examples Include:</p> <ul style="list-style-type: none"> • IT Facilities at RGU: <ul style="list-style-type: none"> • IT Labs (Opening Times) • Printing • Hardware • Disabilities • IT Security Policy • Quick start Guide for all Users • Standards and Guidelines for: <ul style="list-style-type: none"> • All Users • Desktop Systems • School-based Systems • Strategic Systems • JANET acceptable usage policy for RGU 	www.rgu.ac.uk/its	Free	

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Other information facilities	Availability and conditions of use of facilities	Internet Access	Due to license agreements, information can only be supplied to registered users.	Free	Material contained within databases will be regarded as 'otherwise accessible' under s.25 of the Act

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Major strategy documents	High-level aims and strategies of information services units	<p>Aims of each department in context of its place in the organisation, a definition of the service provided and service level agreements</p> <p>Examples Include:</p> <ul style="list-style-type: none"> • Library mission statement • Aims & objectives 	www.rgu.ac.uk/its	Free	
		<ul style="list-style-type: none"> • IT Strategy Document • IT Disposal Policy • IT Project Development Methodology • Desktop Replacement Strategy • IT Services: <ul style="list-style-type: none"> • Hardware • Software • Network • Business Systems • Email • Internet • Purchasing • IT Training • IT Services Quality Management Charter 			

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Information Collections about	Scope of major collections held by the institution	Guides and catalogues to collections, including the library public access catalogue. Access arrangements, including charges.	Available on website. Manual catalogues accessed on premises.	5p per sheet	Material referenced by catalogues will be regarded as 'otherwise accessible' under s.25 of the Act.
Collection strategy	Collection management and preservation strategies	Collection management and preservation strategies Example Includes: <ul style="list-style-type: none">• Stock disposal policy		Free	
Special collections		<ul style="list-style-type: none">•		Copying costs for material within collections are: 20p per sheet for University member. 30p per sheet for non-member. Postage and Packing may apply.	Material contained within collections will be regarded as 'otherwise accessible' under s.25 of the Act

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Information about Open archives	Information about records held by the institution's archive facilities for permanent preservation and designated as open irrespective of the date of creation.	This class includes all third party archive material gifted to the institution for permanent preservation and which is available for general access.	Accessed by inspection on premises.	Free	Material contained within collections will be regarded as 'otherwise accessible' under s.25 of the Act
Information about other archive facilities and special collections	Material held in the institution's special collections	<p>Examples include:</p> <ul style="list-style-type: none"> • Access information to special collections and charges • Catalogue of special collections • Archive of Aberdeen Society of Architects • Local architects drawings 	Accessed by inspection on premises. Some material will be too fragile for copying	<p>Copying costs for material within collections are:</p> <p>20p per sheet for University member. 30p per sheet for non-member. Postage and Packing may apply.</p>	Material contained within archived facilities and special collections will be regarded as 'otherwise accessible' under s.25 of the Act