

Triagon Academy

Library Services Policy

Policy Notice

This Policy is adopted by the Senate of Triagon Academy pursuant to the Constitution of Triagon Academy. It governs the provision of Library Services to students, doctoral researchers, academic staff, and other authorised members of the Triagon Academy community, covering access to resources, collection development, information literacy, research support, and the responsible use of licensed material. It reflects the institution's distance-learning model, in which the authenticated online environment is the primary point of access and physical collections complement rather than replace the digital provision. The Policy is aligned with Triagon Academy's institutional mission, governance arrangements, and recognised European higher education practice.

Document type:	Institutional Policy
Approved by:	Senate of Triagon Academy
Document owner:	Library Services
Executive administration:	Office of the President of Triagon Academy
Version:	2.0
Effective date:	September 2026
Status:	In force
Review cycle:	At least every two years, or earlier where required
Next review:	2028

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PREAMBLE

Triagon Academy teaches online. Its students study from different countries, alongside employment and family commitments, and a substantial proportion of them are engaged in doctoral research. For an institution of this kind the library is not a building that students visit but the authenticated online environment through which they reach the literature their programmes and their research require.

This Policy sets out how that provision is organised: the components of the service, the basis on which resources are acquired and made accessible, the support and training available to students and researchers, the obligations of users in respect of copyright and licensing, and the arrangements by which the quality of the service is monitored and improved.

The physical collections held at the institution's sites complement this provision without substituting for it. The Policy proceeds on the basis that a student who never attends a physical location should nonetheless have full access to the resources needed to complete their studies.

1 PURPOSE

1.1 The Triagon Academy Library Services support the academic, teaching, and research activities of the institution by providing students, doctoral researchers, academic staff, and other authorised members of the Triagon community with access to relevant scholarly information resources and professional library support.

1.2 As Triagon Academy is primarily a distance-learning institution, the Library Services are designed according to the needs of students and researchers who study and work predominantly online and from different locations.

1.3 The primary access point to the Library Services is the institution's authenticated online environment. Physical library facilities complement, rather than replace, the digital provision.

1.4 The Library Services aim to:

- provide access to relevant academic literature, journals, databases, and other scholarly information resources;
- support teaching, learning, and independent study;
- support undergraduate, postgraduate, and doctoral research;
- develop students' information and research literacy;
- support the effective and responsible use of information and digital resources;
- provide individual advice and guidance on literature research and academic information management;
- continuously evaluate and develop the library collection and services in line with institutional programmes and research activities.

2 SCOPE

2.1 This Policy applies to:

- all enrolled students of Triagon Academy;
- doctoral candidates and researchers;
- academic and teaching staff;
- authorised administrative and other staff where applicable.

2.2 The Policy covers both digital and physical library resources and the associated library services.

2.3 The Library Services are integrated into the institution's online learning environment and are available to authorised users following authentication.

3 LIBRARY SERVICE MODEL

3.1 Triagon Academy operates a predominantly digital library service reflecting its distance-learning model.

3.2 The principal components of the Library Services are set out in Clauses 3.3 to 3.7.

3.3 Online Library

Online Library

Authenticated access to licensed and open-access electronic resources.

3.4 Scientific Databases

Scientific databases

Access to subject-specific bibliographic and full-text databases.

3.5 Library Learning Space

Library Learning Space

Online learning and information-literacy resources supporting students in their academic work.

3.6 Library Service and Research Support

Library Service and Research Support

Professional assistance, training, and individual consultation.

3.7 Physical Library Collections

Physical library collections

Print resources located at the institutional sites in Ismaning and Berlin.

3.8 The physical library collections complement the digital library provision. The primary focus of student access is the online provision, reflecting the institution's distance-learning model.

4 ACCESS TO LIBRARY RESOURCES

4.1 Students and authorised members of the Triagon community access the Online Library through the institution's Moodle learning platform following institutional authentication.

4.2 The Online Library is intended to provide access to academic resources independently of the user's physical location and, where technically and contractually possible, at any time.

4.3 Access to licensed resources is governed by the licence conditions of the respective publishers and providers. Users are expected to comply with applicable copyright, licensing, and intellectual-property requirements.

4.4 The Library Services work together with the relevant institutional and technical services to maintain reliable access to electronic resources and to address access problems where they occur.

4.5 Information about access to library resources is provided to students as part of their orientation and through the online learning environment.

5 LIBRARY COLLECTION AND RESOURCES

5.1 The library collection is developed to support the academic programmes and research activities of Triagon Academy.

5.2 The collection includes:

- licensed e-books;
- open-access e-books and other open educational resources;
- electronic journals and full-text journal collections;
- bibliographic and full-text databases;
- subject-specific research resources;
- selected print books and other physical resources.

5.3 The current literature provision includes approximately:

Resource type	Approximate holdings
Licensed e-books	3,447
E-books in the Open Access collection	47,693
E-journals available in full text	9,431

5.4 The scientific database portfolio includes, among others, resources supporting business and economics, management, psychology, and sport-related disciplines.

5.5 The collection is reviewed and developed in consideration of:

- the subjects and learning outcomes of the accredited programmes;
- required and recommended literature specified in course and programme documentation;
- the requirements of postgraduate and doctoral research;
- recommendations and requests from academic staff;
- developments within relevant academic disciplines;
- availability, relevance, quality, and currency of resources;
- usage data and user feedback;
- licensing conditions and financial sustainability.

5.6 Print books are catalogued according to the Regensburger Verbundklassifikation (RVK).

6 PROVISION FOR TEACHING AND LEARNING

6.1 The Library Services support the integration of scholarly information resources into teaching and learning.

6.2 Academic staff may request the acquisition or provision of additional literature where resources required for teaching or research are not currently available.

6.3 The Library Services cooperate with academic staff to ensure that essential and relevant literature is identified and made available in an appropriate format, subject to availability, licensing conditions, and institutional resources.

6.4 Where appropriate, library resources are linked or signposted within the online learning environment to facilitate direct access for students.

7 SUPPORT FOR STUDENTS AND DOCTORAL RESEARCHERS

7.1 The Library Service provides professional support throughout the student lifecycle.

7.2 Support includes:

- assistance with identifying appropriate academic information resources;
- guidance on literature searching and database use;
- support in developing effective search strategies;
- guidance on evaluating and critically assessing information sources;
- support in managing academic literature and references;
- guidance on reference management software such as Zotero;
- support for literature research for assignments, theses, and dissertations;
- individual consultations for students and doctoral researchers;
- guidance on the responsible use of AI tools in academic research and information work.

7.3 Individual support may be provided online through appropriate communication channels.

7.4 Particular attention is given to the needs of students undertaking Bachelor's and Master's theses and doctoral research.

8 INFORMATION LITERACY AND LIBRARY TRAINING

8.1 The Library Services provide training and learning materials designed to develop students' information and research literacy.

8.2 Training may include:

- introduction to the Online Library;
- literature search strategies;
- use of academic databases;
- evaluation of scholarly and other information sources;
- citation and referencing;
- reference management;
- academic research skills;
- responsible use of AI tools in research and academic work.

8.3 Training is provided through online courses, tutorials, learning materials and, where appropriate, live online sessions.

8.4 The Library Services also maintain a Library Learning Space within the institution's digital environment. The Library Learning Space provides practical guidance on:

- literature research;
- critical evaluation of sources;
- reference management;
- the responsible use of AI tools;
- academic research;

- access to and orientation within the physical library facilities.

8.5 The Library Learning Space complements the formal library course and provides students with continuous access to research-support materials.

9 PHYSICAL LIBRARY FACILITIES

9.1 Triagon Academy maintains physical library collections at its locations in Ismaning and Berlin.

9.2 The physical collections complement the institution's digital library provision and provide access to print literature and a physical learning environment where applicable.

9.3 The physical collections are primarily intended to support institutional staff and teaching activities. Borrowing rights are restricted to authorised teaching and staff members.

9.4 As Triagon Academy is a distance-learning institution, student access to academic literature is primarily provided through the Online Library.

9.5 The availability and role of the physical collections are reviewed in relation to the institution's academic requirements and the needs of its predominantly online student population.

10 OPEN ACCESS AND EXTERNAL SCHOLARLY RESOURCES

10.1 The Library Services promote the use of high-quality Open Access resources where these are relevant to teaching, learning, and research.

10.2 Students and researchers may also be guided towards reputable external scholarly resources, repositories, and discovery services where appropriate.

10.3 External resources recommended through the Library Learning Space are evaluated for academic relevance, reliability, and suitability.

11 COPYRIGHT, LICENSING AND RESPONSIBLE USE

11.1 All library resources must be used in accordance with:

- applicable copyright legislation;
- licence agreements governing electronic resources;
- intellectual-property requirements;
- institutional policies on academic integrity and the responsible use of information technology.

11.2 Users must not systematically download, reproduce, distribute, or otherwise use licensed resources in a manner that exceeds the rights granted under the relevant licence.

11.3 The Library Services provide guidance on the responsible use of licensed and digital information resources where appropriate.

12 ACCESSIBILITY AND INCLUSIVE ACCESS

12.1 The Library Services aim to provide equitable access to information resources for students and staff, including users studying remotely.

12.2 Digital resources are selected, where possible, with consideration for accessibility, usability, and compatibility with commonly used devices and assistive technologies.

12.3 The institution's online provision is designed to minimise the requirement for students to be physically present on campus in order to access essential academic resources.

12.4 Accessibility requirements and user feedback are considered as part of the ongoing development of the Library Services.

13 SERVICE SUPPORT AND TECHNICAL ISSUES

13.1 Technical access to library resources is supported in cooperation with the institution's relevant IT and support services.

13.2 Students and staff are provided with information on where to report:

- authentication problems;
- access problems to licensed databases and e-books;
- broken links or unavailable resources;
- other technical problems affecting access to library resources.

13.3 Library-related enquiries are handled by the Library Service, with technical issues escalated to the responsible IT service where necessary.

14 COLLECTION DEVELOPMENT AND RESOURCE ACQUISITION

14.1 Responsibility for collection development lies with the Library Service in cooperation with academic staff and the relevant institutional bodies.

14.2 Resource acquisition decisions consider:

- programme and curriculum requirements;
- research requirements;
- academic quality and relevance;
- currency of the literature;
- user demand;
- availability of electronic licences;
- accessibility and usability;
- cost and financial sustainability.

14.3 Priority is given to resources that provide sustainable access for the institution's distance-learning population and that support multiple users where appropriate.

14.4 The collection is reviewed periodically to identify gaps, outdated resources, and changing academic requirements.

15 RESEARCH SUPPORT

15.1 The Library Services support the institution's research activities and the development of students' and researchers' academic information competencies.

15.2 Particular support is provided for postgraduate and doctoral research, including:

- systematic and advanced literature searching;
- database selection;
- development of search strategies;
- identification and evaluation of scholarly sources;
- reference management;
- support in locating relevant research literature;
- guidance on the responsible use of AI-supported research tools.

15.3 The Library Services cooperate with academic staff and researchers to identify resource requirements arising from the institution's research profile.

16 USER FEEDBACK AND QUALITY ASSURANCE

16.1 The quality and effectiveness of Library Services are monitored as part of the institution's internal quality assurance processes.

16.2 Evaluation may include:

- usage statistics for electronic resources and databases;
- analysis of library enquiries and support requests;
- participation in library training;
- student and staff feedback;
- surveys and other feedback mechanisms;
- analysis of resource gaps and acquisition requests;
- review of the availability and accessibility of electronic resources.

16.3 Findings are used to improve the collection, digital access, training provision, and support services.

16.4 Where appropriate, library-related findings are incorporated into institutional quality assurance and programme review processes.

17 KEY PERFORMANCE INDICATORS

17.1 Where appropriate, the Library Services monitor indicators including:

- number and type of electronic resources available;
- usage of e-books, journals, and databases;
- number of library training sessions;
- participation in training;
- number and nature of individual consultations;
- acquisition requests and fulfilment;
- user satisfaction;
- accessibility and availability of online resources.

17.2 The indicators are used for service development and resource planning rather than solely for mea-

surings library activity.

18 RESPONSIBILITIES

18.1 Library Services

The Library Service is responsible for:

- management and development of the library collection;
- provision and administration of electronic resources;
- library and information-literacy training;
- individual research support;
- development of the Library Learning Space;
- liaison with academic staff regarding literature requirements;
- monitoring of library resource usage and service quality;
- supporting compliance with licensing and copyright requirements.

18.2 Academic Staff

Academic staff are expected to:

- identify essential and recommended literature for their courses;
- communicate relevant changes in literature requirements;
- cooperate with the Library Service in collection development;
- encourage students to use appropriate scholarly resources.

18.3 Students and Researchers

Students and researchers are expected to:

- use library resources responsibly;
- comply with copyright and licence conditions;
- respect intellectual property;
- use scholarly resources appropriately in academic work;
- participate in relevant library and information-literacy training where required.

19 POLICY REVIEW

19.1 This Policy is reviewed periodically and at least every two years, or earlier where significant changes occur in:

- institutional strategy;
- programme provision;
- the mode of delivery;
- library resources or licensing;
- applicable legislation or regulatory requirements;
- quality assurance requirements; and
- technology and digital learning provision.

19.2 The review considers relevant usage data, user feedback, academic requirements, and developments in higher education and scholarly communication.

19.3 The next scheduled review of this Policy is due in 2028.