

Library Regulations

Article 1. Definitions

The following terms used in these regulations are defined as follows:

- a. Unit Manager: the staff member in charge of the library;
- b. library: The Hague University of Applied Sciences central library, Inspiratielab SWE (Johanna Westerdijkplein campus) as well as the libraries at the campuses on Zuiderpark, Delft and Zoetermeer;
- c. external borrower: a borrower of information carriers, not being a student or staff member;
- d. user: anyone using the library and its facilities;
- e. university of applied sciences: The Hague University of Applied Sciences maintained by Stichting Hoger Beroepsonderwijs Haaglanden established in The Hague;
- f. information carrier: a text, an object that carries text or images and/or sound, such as a book, magazine; CD rom, DVD and lastly all information carriers that form part of the library collection;
- g. borrower: a user who has been given an information carrier on loan;
- h. staff member: a person employed by the institution; i. student: a person enrolled as a student at The Hague University of Applied Sciences;

Article 2. General Provisions

1. These regulations set out further rules for using the library. Each user is deemed to know and be in agreement with these regulations and the ensuing obligations.
2. The library facilities are not permitted to be used for purposes other than educational purposes.
3. In respect of students at the institution, these regulations form an integral part of the Student Charter. In respect of other users, these regulations apply as a delivery condition for using the services of the institution's library.
4. In the event of complaints, users should firstly contact the staff members of the lending desk/reception, the helpdesk, the e-helpdesk or by sending an email to bibliotheek@hhs.nl; and in the second instance the unit manager or the deputy unit manager.

Article 3. Library borrower's card

1. Students wishing to request or borrow information carriers from the library collection require a valid proof of enrolment at the institution. Staff members require a personal ID card or library borrower's card, while external borrowers require a library borrower's card. Users must present proof of their identity upon request.
2. External borrowers are required to pay a fee of € 15 for their library borrower's card each calendar year. A person wishing to apply for a library borrower's card must be at least 16 years of age and must present proof of their identity by means of a personal ID card as well as recent proof of their address. It is compulsory to provide an active email address. The documents described below having the following meaning:
 - a. personal ID card:
 - 1° a valid passport, or
 - 2° a valid driving licence, or
 - 3° a valid European ID card.

- b. proof of address:
 - 1° a recent bank statement, or
 - 2° a recent official document containing the home address or place of business.
- 3. The library borrower's card is strictly personal, not transferable to third parties and remains the property of the institution.
- 4. The lending desk must be notified immediately of the loss or theft of the library borrower's card or proof of enrolment. Until such time as this has been reported, the user will continue to be responsible for all the information carriers borrowed with their library borrower's card or proof of enrolment.
- 5. A borrower may request the lending desk to provide a replacement library borrower's card at a cost of € 5.
- 6. The external borrower is obliged to notify the library of any change of home address or email address in writing in a timely manner.
- 7. The personal data of users will be recorded in a computer database used only by library staff for the purpose of performing library tasks. No information will be provided to third parties without the user's permission. Users have access to their personal data.

Article 4. Use of the library and its facilities

- 1. Library users are subject to the terms of use of the digital library. These are determined by the unit manager of the library and are available to the user upon request.
- 2. The library and its facilities can be accessed free of charge by the institution's students and staff during library opening hours. External borrowers must hold a valid library borrower's card. All students and staff members, including student trainees, at the institution have access to the Internet and the institution's computer network.
- 3. The library staff may temporarily reserve parts of the library or equipment for certain users or user groups.
- 4. Eating food in the library is prohibited. Closable bottles and cups are only permitted for the consumption of beverages.
- 5. Users are deemed not to behave in a noisy or disturbing fashion; it is prohibited to conduct mobile telephone conversations in the instruction room and on the ground floor with the exception of call cells.
- 6. Coats, bags and other personal belongings may be taken into the library, provided they do not obstruct third parties. The Hague University of Applied Sciences is not liable for any loss of or damage to personal belongings.
- 7. It is not permitted to change the settings of or install software on the library computers, or communicate the access codes enabling use of the software programmes or databases to third parties.
- 8. Material from commercial databases is only permitted to be downloaded and used for one's own use for the purpose of education and research.
- 9. A (computer) work station should not be left unattended for any longer than 15 minutes. If this period of time is exceeded, another user has the right to use the work station.
- 10. Physically disabled users may use the service lift on the main campus. Permission to use the lift for any other purposes must be granted by a library staff member.
- 11. Directions given by library or security staff must be followed promptly.
- 12. Detection equipment has been set up at the entrance and exit of the library. When a signal goes off from this equipment, library and security staff are authorized to check information carriers, bags and coats.
- 13. Any damage a user causes to library property will be recovered from the user by the institution.
- 14. Surveillance cameras are used solely for the purpose of monitoring the institution's library facilities.
- 15. Privacy disclaimer: You can create a personal account for certain databases/digital sources/digital tools to use extra functionality, such as notifications, storage and suchlike. If you do this, first check the respective privacy terms and conditions, so that you know which personal information will be

stored. The responsibility for sharing your personal information rests with you. The Hague University of Applied Sciences is not liable in the event of any data leaks from such databases/digital sources/digital tools. See also the disclaimer for the websites of The Hague University of Applied Sciences.

16. No video or audio recordings of staff or library users may be made or shared without written permission.

Article 5. Borrowing

1. It is compulsory to register borrowed items at the lending desk or self-service station. An email message will either be sent or a borrowing receipt issued confirming the items borrowed. Any items borrowed without having been registered will be considered as a case of attempted theft.
2. Not all information carriers in the library collection can be borrowed. Journals and information carriers indicating that they cannot be borrowed and have been registered as such cannot be borrowed. These information carriers may only be consulted in the library.
3. A restriction applies to the maximum number of information carriers a user may borrow at one time. The maximum number of information carriers from one specific category that may be borrowed is seven, and the total number of information carriers may not exceed ten. The following different categories of information carriers are available:
 - a. Books
 - b. literature (fiction)
 - c. cd-roms;
 - d. DVDs.
 - e. Learning materials
 - f. Methods
4. Information carriers can be borrowed free of charge within the return date and if renewed on time.
5. The information carriers borrowed are not permitted to be made available to third parties by the borrower.
6. The borrower is responsible for looking after the borrowed information carriers carefully and ensuring they are returned on time.
7. The lending period is three weeks. Renewal is possible up to a maximum of six return periods, unless another user has reserved the relevant information carrier.
8. Upon expiry of the return period a reminder will be sent to the borrower's email address at the institution within ten days, and subsequently after three and five weeks. Library staff has the authority to send reminders to private e-mail addresses and/or postal addresses of borrowers. Sending a reminder is a library service. No rights may be derived from non-receipt or non-timely receipt of a reminder.
9. It is possible to reserve borrowed information carriers upon payment of an administrative charge of € 0.50 per information carrier. As soon as the reserved information carrier is available, the applicant will be notified by post or email. The reserved information carrier should be collected from the lending desk within eight calendar days. Upon expiry of the reservation the administrative charge will not be refunded.
10. Students and staff members of the institution may request information carriers from other libraries at the rate applicable, provided they are required for education or research purposes. These regulations are fully applicable to the loan thereof unless the library staff communicate other conditions, such as a shorter return period. The rates are listed in the Appendix to these regulations.
11. Information carriers that have been borrowed may only be returned to the reception desk or selfservice station. An email message will either be sent or a return receipt issued confirming that the information carriers have been returned.
12. A fine is payable if information carriers are returned after the return period. The fine for overdue information carriers is €0.20 per working day per information carrier, with a maximum fee of €25 per information carrier, without prejudice to the provisions set out in paragraph 14.

13. If the fine increases to € 25 or more, an invoice will be sent including an additional administrative charge of € 5.
14. In the event of loss or damage the borrower will be charged the cost of replacement (the replacement value, or to the extent this cannot be established € 35), plus an administrative charge of € 5. In this context, loss also means an information carrier that has not been returned within 50 calendar days after the return period. If debt collection measures are necessary, the costs involved will be recovered from the borrower.
15. The loan of information carriers will be blocked and the library will no longer provide any services if:
 - a. the user has one or more information carriers in his or her possession, the return period of which has elapsed by at least 35 working days, or
 - b. the user owes a fine of €7.50 or more;
 - c. loss or damage has been incurred the costs of which, including the administrative charges and any debt collection costs, have not been paid at all or in full.
16. The loan of information carriers and the provision of other services will only be resumed after the person concerned has fulfilled the obligations imposed.
17. The institution is not liable for any damage arising from defects on the information carriers made available by the library.

Artikel 6. Violation of regulations and theft

1. In addition to the other rights of the institution provided for by the law or these regulations, the institution may take the following measures in the event of theft or if these regulations are violated:
 - a. disciplinary measures may be taken against a student at the institution if the student violates the regulations or commits theft
 - b. the Executive Board may take a disciplinary measure against a staff member of the institution if the staff member violates the regulations or commits theft;
 - c. if other users violate the regulations or commit theft the unit manager may:
 - 1° block their borrower's card for a period to be determined, and
 - 2° decide not to issue a new borrower's card for a period to be determined.
2. In case of a criminal offence, the unit manager will report this to the police, in addition to the measures described in this article. In that case details of the user's name, address and place of residence will be given to the police or judicial authorities if they so request as part of an investigation of criminal offences.
3. The University accepts no liability for failure to comply with the provisions of these regulations, including the conditions of use of the digital library.

Article 7. Legal protection

1. A student may lodge an objection against a decision as referred to in article 6(a) with the Legal Protection Desk (loketrechtsbescherming@hhs.nl) within six weeks. The period takes effect the day after the decision has been communicated to the student either in writing or by email.
2. An employee may lodge an appeal against a decision as referred to in article 6(b) with the Appeals Committee for the Higher Professional Education Sector in Utrecht, except in cases of dismissal. The notice of appeal must be submitted within six weeks starting from the day on which the decision against which the appeal was lodged was sent or issued to the staff member. In cases of dismissal, the civil court is the competent authority.

Article 8. Unforeseen cases

In situations not provided for by these regulations, the Executive Board will take a decision.

Article 9. Official title

These regulations may be cited as 'Library Regulations'.

Article 10. Evaluation

The Executive Board will ensure that these regulations are evaluated regularly. The evaluation will take place at least once every three years.

Appendix Interlibrary loan services rates (ILL)

The following rates apply to requests made for information carriers in third-party collections:

A request for a book via ILL in the Netherlands	Requested but not supplied	€ 2 per book
	Supplied as requested	€ 4 per book
A request for a journal article in the Netherlands	Requested but not supplied	€ 2 per article via ILL
	Supplied as requested	€4.00 for 1-10 pages and € 0.60 for each additional page from the 11th page
A request for a book from the institution's collection via ILL to third parties:	Profit	€13.00
	Non-profit	€6.50

The fees charged for making the request will not be refunded upon cancellation of the request or late delivery of the information carrier.