

## Stenden University Library Rules

### 1. Use of the library

1.1 These Rules set out detailed rules and regulations on the use of the library services. Every user is deemed to be familiar with these Rules and the obligations arising from these. By using the library you agree to the terms of these Rules.

1.2 Students and staff at Stenden University can use the library services on presentation of their proof of enrolment (student card) or staff ID.

1.3. Anyone without a Stenden proof of enrolment or staff ID can obtain a library pass at the loans desk, by getting a staff member at the desk to register them on the library system. You will need to show a valid form of ID and give the e-mail address of an inbox that you check regularly.

Use of the library services is free of charge for:

- ✓ Students of NHL University and Van Hall Larenstein (on presentation of valid proof of enrolment);
- ✓ Staff of NHL University and Van Hall Larenstein (on presentation of staff ID).

For others who wish to use the library for study or professional purposes, the following charges apply:

- ✓ Annual subscription: €25.00
- ✓ Per publication: €2.50

1.4. The holder of a proof of enrolment, staff ID card or library pass is responsible at all times for the use or misuse of the publications on loan on his or her pass.

1.5 Loss or theft of the library pass, proof of enrolment at Stenden or Stenden staff ID card must be reported to the loans desk immediately. In the event of loss or theft of proof of enrolment or staff ID card the borrower can apply to the IRC or iStudy for a new proof of enrolment/staff ID card.

1.6 The personal details of users of the library services, including e-mail address, may where necessary be input into an automated file for the performance of library tasks and may only be used for that purpose. In the process, relevant privacy legislation will be observed.

1.7 The library is not liable for loss of or damage to personal possessions on library premises.

### 2. Change of address

- ✓ Stenden staff must notify the library within one week of any change of address.
- ✓ Students at Stenden must update any address details in Studielink within one week and notify the library.
- ✓ Other borrowers must notify the library within one week of any change of address or e-mail address.

Any consequences arising from late notification of a change of address or e-mail address shall be entirely at the expense and risk of the borrower.

### 3. Loans

3.1 Publications can be taken out on loan at the desk in the appropriate library and/or via the self-loan facility.

3.2 Proof of ID (proof of enrolment / staff ID card / library pass) is required when taking publications out on loan.

3.3 You are not permitted to lend your proof of enrolment / staff ID card / library pass to others.

3.4 Publications on loan may not be lent to third parties.

3.5 A maximum of 10 publications can be taken out on loan on any one proof of enrolment / staff ID card / library pass.

3.6 Library publications with a red label are for reference only and cannot be taken out on loan.

3.7 The borrower is personally liable for any damage, late return or non-return or loss of the publication on loan, irrespective of the cause thereof.

If damage is spotted prior to loan, this must be reported to the loans desk.

3.8 Replacement in the event of loss of or irreparable damage to the publications on loan will be charged at the value of that publication plus administration costs and/or fine (see §5 on fines and costs). For material that can be repaired we will charge the costs of repair. Both the assessment of the damage and the establishment of damages is a job for the information specialist.

3.9 When returning books during the loans desk's opening hours the borrower can ask for a receipt.

Outside opening hours publications can be returned to the self-return desk (Leeuwarden site only).

### 4. Loan period and renewal

4.1 There are three different loan periods:

- ✓ white label publications: 3 weeks
- ✓ purple label publications: 1 week
- ✓ blue label publications: 1 day (same-day return)

4.2 Any publications on loan must be returned by the last day of the loan period or sent by post – properly packaged and postmarked – to the site where the publications were taken out on loan. Addresses for the sites:

Stenden bibliotheek  
Rengerslaan 8  
8917 DD Leeuwarden  
058 – 244 17 17

Stenden bibliotheek  
Van Schaikweg 94  
7811 KL Emmen  
0591 – 853 192

Stenden bibliotheek  
Zeemanstraat 1  
9406 BZ Assen  
0592 - 853 300

Stenden bibliotheek  
Phebensstraat 1  
9711 BL Groningen  
058 – 244 19 04

Stenden bibliotheek  
Van der Duijn van Maasdamstraat 1  
7942 AT Meppel  
0522 – 853 315

The risks of dispatch will be borne by the borrower.

4.3 Renewals are only possible if the publication has not been reserved by another borrower. Please renew via the [online catalogue](#) at the desk or by telephone (see Clause 4.2).

## 5. Fines system and charges

5.1 If a publication on loan is returned late, the borrower will be charged a fine. The daily fines per type of publication are:

- ✓ white label €0.20
- ✓ purple label €0.20
- ✓ blue label €5.00

5.2 One day before the loan period expires, the borrower will automatically receive notification that the loan period is due to expire the following day.

1<sup>st</sup> reminder: will be sent one day after expiry of the loan period.

2<sup>nd</sup> reminder: will be sent one week after expiry of the loan period.

3<sup>rd</sup> reminder: will be sent two weeks after expiry of the loan period.

4<sup>th</sup> reminder: will be sent three weeks after expiry of the loan period.

5.3 If the fine exceeds €15.00 or if a 4<sup>th</sup> reminder has been sent, all loan facilities will be suspended until the outstanding fine falls below €15.00 or the publication on loan has

been returned. This also means that the loan period for all other publications on loan cannot be extended. The maximum fine per publication will not exceed €25.00.

5.4 Reminders are a service provided by the library. A borrower cannot derive any rights from the non-receipt of a reminder. It is the borrower's individual responsibility to return, or renew, any publications on loan promptly.

## 6. Replacement in the event of loss / non-return / damage

6.1 If a publication on loan is not returned the library will send out an invoice. The invoiced amount must be paid within two weeks of the date of invoice. An invoice will be sent two months after the expiry date of the loan. The invoice consists of the following parts:

- ✓ The fine
- ✓ Administration costs €7.50
- ✓ Replacement value of the publication on loan

If, after receipt of the invoice, the borrower returns the publication on loan to the library within one week of the date of invoice the costs of replacement will not be charged. In that instance the borrower will still need to pay the fine and the administration costs incurred.

6.2 If a publication is returned in a damaged condition a fee for the repair costs must be paid and the terms of Clause 3.8 of these Rules shall apply. If a publication is damaged the borrower will receive an invoice on which the following items will be listed:

- ✓ Administration costs €7.50
- ✓ Costs of repair for the publication on loan

The invoice must be paid within two weeks of the invoice date.

## 7. Reservations

7.1 Publications out on loan may be reserved via the online catalogue, at the information desk, or over the phone.

7.2 When the reserved publication becomes available, the borrower will receive notification of this by e-mail and the publication must be collected within 7 days of the date of that e-mail.

## 8. Theft

Theft or attempted theft will always be reported, as appropriate, to the Head of School of the relevant programme of the student at Stenden, or the library manager, who will then call in the police. Theft or attempted theft of materials from the library are governed by sanctions.

The sanction may be exclusion from borrowing. If the students concerned are from Stenden, this sanction will be imposed by the Head of School, and the chapter on House Rules and Rules of Order from the valid Students' Charter will apply by analogy. In other instances the ESR director is authorised to exclude persons from borrowing following theft or attempted theft.

## 9. Complaints

Complaints about the library service may be lodged with the library manager, who will respond to the complaint in writing within two weeks. Complaints can be lodged via [library.leeuwarden@stenden.com](mailto:library.leeuwarden@stenden.com) or on forms available from the desk.

## 10 Other terms

10.1 Visitors to the library are expected to follow the directions of the library staff.

10.2 In cases not provided for by these Rules, the ESR director or his authorised representative will make the final decision. The ESR director is authorised to derogate from these terms and conditions in certain instances if there are reasonable grounds to do so.

## 11 Effective date and citation

11.1 These Rules will come into effect following adoption by the Executive Board.

11.2 These Rules will be cited as the Stenden University Library Rules.