

 جامعة الإمارات العربية المتحدة United Arab Emirates University 	Libraries Deanship Policies Manual	Policy Number	LD-02
		Effective Date	02-Mar-2014
	Subject	Most Recent Review Date	01-Dec-2013
	Circulation	Due Date for Next Review	01-Sep-2016
<i>Responsible Office:</i> DVC Research & Grad. Studies		Pages of this Policy	1 of 1

2. Circulation

Overview

Covers policies and procedures for the circulation of the Library Collections, including user rights and responsibilities.

Scope

Applies to all users of the UAEU Libraries and Collections, except users and administrators of the UAEU National Medical Library.

Objective

The University will have criteria governing the circulation of the Library's collection to ensure that it best supports the research and teaching needs of the academic community.

Policy

1. The Libraries Deanship will have responsibility for periodically updating its circulation policy according to international standard practices for academic libraries and the Mission of UAEU.
2. The UAE University academic and general communities are responsible for adhering to the Circulation Policies and Procedures of the Libraries Deanship.
3. The Libraries Deanship will have a Circulation Section responsible for:
 - a) provision of an efficient circulation service to library users, including access to and circulation of collections throughout the libraries Deanship
 - b) maintenance of accurate and current user records in the Integrated Library System (ILS)
 - c) information regarding Circulation Policies and Procedures
 - d) information to users concerning their circulation record
 - e) provision of professional, respectful and appropriate customer service
4. The Libraries Deanship will have a Systems Division responsible for maintenance and updating of the ILS and its interface with other systems, programs and equipment as necessary to ensure an accurate, efficient system workflow.
5. The Libraries Deanship will have a Public Services Division with responsibility for the implementation and periodic development of the Circulation Policy.
6. The Libraries Deanship will continue to serve the UAEU and general community. The Main Campus Library is a resource for UAEU students, faculty members and staff, and for dignitaries and other visitors to the campus. Zayed Library, while serving UAEU students, and faculty and staff members, is also a key resource for the general community, including researchers, business people, and K-12 students, with a heavy user base among young schoolchildren and high school students.

 جامعة الإمارات العربية المتحدة United Arab Emirates University 	Libraries Deanship Procedures Manual	Related Policy	LD-02
		Effective Date	01-Sep-2014
	Subject Circulation	Most Recent Review Date	01-Dec-2013
	<i>Responsible Office:</i> DVC Research & Grad. Studies	Due Date for Next Review	01-Sep-2016
		Pages of these Procedures	1 of 4

Procedures of Policy No. (2) - Circulation

1. Collection Circulation Status

- a) The Library collection consists of items for circulation (allowed for checkout/loan) and items not for circulation (not allowed for checkout/non-loan).
- b) Items eligible for loan include books and multimedia in the general collection and selected items in Special Collections and Course Reserves.
- c) Non-loan items include reference materials, periodicals, selected items in Special Collections and Course Reserves, microforms, manuscripts and other items per specification of the Libraries Deanship.

2. User Circulation Procedures

- a) Circulation and Library Cards
 - (i) Users must present a valid ID to the circulation staff or when using a self-check workstation in order to check out a loan item.
 - (ii) The University students, faculty members and staff should present a valid UAEU ID with their Banner number.
 - (iii) Zayed University and Higher Colleges of Technology students, faculty members and staff should present a valid ID showing the ID number and/or barcode of their home institution.
 - (iv) General community users must present their Community Membership ID. (This should be available from the Circulation Desk subject to an application and deposit).
- b) Loan Rules
Library users may check out loan items per the Circulation Loan Rules as displayed in Table 1.

Table 1. Circulation Loan Rules by User Category*

User Category	No. of items	Loan period	No. of renewals**	Renewal Period
The University Undergraduate Students	6	21 days	3	21 days
The University Graduate Students (MSc, PhD)	10	21 days	3	21 days
The University Faculty	20	Semester	3	Semester
The University Staff	5	21 days	3	21 days
The University Teaching/Research Assistants	10	Semester	3	Semester
HCT and ZU Consortium Members	10***	14 days	1	14 days
General Community Users	5	21 days	3	21 days

* Loan Rules regarding the number of items loaned and length of the loan period are subject to change pending approval by the Dean of Libraries.

** Special Collections and Course Reserves materials are allowed one (1) renewal.

***Ten (10) items maximum may be requested through LIWA (central server accessible by users of the Consortium libraries). The number of items allowed for checkout depends on loan rules of home institution.

 جامعة الإمارات العربية المتحدة United Arab Emirates University 	Libraries Deanship Procedures Manual	Related Policy	LD-02
		Effective Date	01-Sep-2014
	Subject	Most Recent Review Date	01-Dec-2013
	Circulation	Due Date for Next Review	01-Sep-2016
	Responsible Office: DVC Research & Grad. Studies	Pages of these Procedures	2 of 4

c) Returns

- (i) Users should return borrowed items by the due date:
 - as stamped on the ‘Date Due’ slip in the back of the book
 - or as printed on the receipt from a self-check workstation
- (ii) Users should return items:
 - directly to staff at any Circulation Desk
 - to a return slot within designated Circulation Desks
 - to an outside drop box in designated locations
- (iii) Users should return items when notified that the items have been requested by another user.
 - If requested by another user, the original user is allowed to borrow the requested item for the initial loan period, but without renewal.
 - If an item is requested for Course Reserves, the user must return the item immediately.
 - If the requested item is not returned, borrowing privileges may be suspended and fines may be charged.

d) Renewals

- (i) Users may renew their borrowed items with their ID card:
 - Online in the library website under 'Circulation Services'
 - By email to: circ_lib@uaeu.ac.ae
 - By telephone to any Circulation Desk
 - In person at any Circulation Desk
- (ii) Exceptions: An item will not be renewed if
 - it has been placed on hold by another user
 - it is requested for Course Reserves
 - it has already been renewed the maximum number of times
 - the user has accumulated fines

e) Hold Requests and Interlibrary Loan

- (i) A ‘Hold Request’ is an e-service offered through the library online catalog that allows a user to request an item to be sent from one branch library to another.
 - ‘Request’ items are shared internally among the Libraries Deanship and the National Medical Library.
 - The user will identify the item needed from the online catalog, click the ‘Request’ button, then complete and submit the ‘Request Verification’ form.
 - Once an item is requested, a staff member will send it to the selected library, place it on the ‘Hold Shelf’ at the Circulation Desk and notify the requestor by email. If the requested item is not picked up after three working days, it will be returned to its original location.
 - If the item is not found, a staff member will cancel the request and notify the requestor by email.
 - If the item is checked out to another user, the ‘hold request’ will remain in the queue unless a second copy is found or the item is returned.
 - If the requestor has indicated a brief ‘Cancel if not filled by’ date, and the item is not found or returned by that date, the hold request will be cancelled.

 جامعة الإمارات العربية المتحدة United Arab Emirates University 	Libraries Deanship Procedures Manual	Related Policy	LD-02
		Effective Date	01-Sep-2014
	Subject	Most Recent Review Date	01-Dec-2013
	Circulation	Due Date for Next Review	01-Sep-2016
	Responsible Office: DVC Research & Grad. Studies	Pages of these Procedures	3 of 4

- The user is notified by email when the item is available for pickup or the request has been cancelled.
 - The 'Request' service is restricted to current UAEU students, faculty and staff, and general community users.
- (ii) 'Interlibrary Loan'(ILL) is a service providing resource-sharing of physical items among libraries of the UAE Higher Education Consortium (including UAEU, Zayed University and Higher Colleges of Technology).
- The Consortium shares catalog records of each institution's loan items through a central server (LIWA Catalog) accessible online by users of the Consortium libraries.
 - To request an item from LIWA, the user must first check the online catalog of their home institution library to see if a local copy is available for loan.
 - If a local copy is unavailable, the user may search the LIWA catalog through the library online catalog or the library home page.
 - The user will fill out the online request form, including preferred pickup location and last date needed by.
 - The user will be notified when the item is available for pickup or has been cancelled or is otherwise unavailable.
 - Users may also visit a Consortium library in person to borrow items, observing library's male/female access schedule.
 - LIWA borrowers have a two-week loan period with one renewal.
 - Any fines for overdue or lost materials are charged by and due to the borrowing institution's library policies.
 - Non-Consortium libraries that meet the Libraries Deanship criteria may be eligible for ILL privileges separate from LIWA.
- f) Course Reserves
- To ensure that all students enrolled in a course have equal access to assigned materials, the Library will place materials on Course Reserves as requested by faculty members.
- (i) Faculty procedures.
- Faculty members may request that Library holdings are placed on Course Reserves by submitting the 'Request Course Reserves' Form.
 - Materials placed on Course Reserves may be a library copy or a personal copy of the faculty member.
 - Course Reserves materials should be submitted three weeks prior to the beginning of the semester, or one week prior to student assignments during the semester.
- (ii) Submissions will be processed on a first-come, first-served basis.
- (iii) Submissions should include complete citation information, and call number if a library copy.
- (iv) Faculty should check the library online catalog, pull selected item(s) from the shelves and forward to the Circulation staff.
- (v) At the end of each semester, Course Reserves will be removed and returned to the shelves or the faculty member, unless informed that the same materials will be used for class the next semester.

 جامعة الإمارات العربية المتحدة United Arab Emirates University 	Libraries Deanship Procedures Manual	Related Policy	LD-02
		Effective Date	01-Sep-2014
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	Circulation	Due Date for Next Review	01-Sep-2016
	Responsible Office: DVC Research & Grad. Studies	Pages of these Procedures	4 of 4

(vi) Student procedures.

- Students must borrow Course Reserve items from and return these materials to the Circulation Desk in the library designated by their faculty/instructor.
- Loan periods range from two hours (in-house use only) items to seven days of circulation, depending on faculty preference, the number of students in the course, and the number of available copies.
- Overdue fines will be charged if Course Reserve materials are not returned within the designated time limit.

g) Overdue Items

- (i) If an item is not returned by the due date, it is considered 'overdue.'
- (ii) Users will be notified with sufficient notice by e-mail before and after an item is overdue.
- (iii) Users are responsible for returning an item by the due date.
- (iv) Users are responsible for ensuring the Circulation Desk has their correct updated email in their library record (referred to as their "Patron Record" in the system).
- (v) Users with overdue items or unpaid fines may have their record blocked, resulting in suspended borrowing privileges. They will be unable to check out any additional items until all overdue items have been returned and all fines/fees paid.

h) Lost and Replaced Items

Users should report a lost item to the library Circulation staff as soon as possible.

- (i) Users are required to pay the current market price of the item or obtain a replacement copy with the exact or later edition.
- (ii) A processing fee is payable.
- (iii) Payment for all lost items must be received prior to the end of the term in which the transaction took place.
- (iv) If the lost item is found within a six-month period after payment, the replacement fee will be refunded or the replacement item will be returned to the user if it has already been purchased or replaced.

i) Fines and Fees

- (i) Fines will be charged for overdue, damaged or lost items.
- (ii) Fines will be assessed according to the item type, location and time period involved according to a published scale and at published locations.