	Libraries Deanship Policies Manual	Policy Number	LD-02
جامعة الإمارات العربية المتحدة United Arab Emirates University **UAEU**		Effective Date	12-Aug-2018
	Subject	Most Recent Review Date	15-Apr-2018
	Access (Lending)	Due Date for Next Review	01-Sep-2021
	Responsible Office: Dean of Libraries	Pages of this Policy	1 of 1

2. Access (lending)

Overview

The UAEU Libraries' purpose is to provide resources and activities to support teaching and learning, scholarship and research at the University and to contribute to the general community.

Objectives

This Access policy aims to set out the goals and principles for accessing library resources and activities and to make explicit any requirements for that access. The aim is to provide as wide as possible access whilst respecting the legal and moral constraints of copyright and licence agreements with publishers of scholarly content. The policy aims also to make explicit the goal of providing equitable access for people with disability and for the wider community including the University alumni.

Policy

1. The UAEU Libraries provide services for the benefit of the University community including students, faculty, staff and researchers and where possible will make these resources freely available to the wider community

2. The UAEU Libraries will provide additional services including digitization, and a variety of output formats (e.g. audio and large print), to facilitate equitable access to content by people with disability.

3. The Libraries' opening hours and physical accessibility will support convenient and free access by all members of the University community and where possible by the wider community.

4. The Libraries will work with the University Department of IT to ensure ease of online and remote access to e-resources via a Single-Sign-on authentication process. The Libraries will also ensure that Lending processes and approvals can be accessed online and from remote locations using University identification and authentication processes.

5. The UAEU Libraries will respect the intellectual property and copyright provisions of licensed content and promote the understanding and compliance of these constraints among its users.

6. Constraints on lending and access to library materials should only be invoked where there is a likelihood of loss or damage to rare or unique materials (e.g. original materials such as manuscripts or historical materials in obsolete formats)

![UAEU logo] جامعة الإمارات العربية المتحدة United Arab Emirates University UAEU	**Libraries Deanship Procedures Manual**	Related Policy	LD-02
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Procedures of Policy No. (2) - Access (Lending)

1. Opening Hours

The UAEU Libraries will set opening hours according to the needs of the library community during different periods of the academic year such as semester and break periods. These times will be advertised on the library website daily.

2. Lending Requirements

Users must present a valid ID to the Loans staff or when using a Self-Check workstation in order to check out a loan item.

    a) UAEU students, faculty and staff: University ID

    b) Zayed University and Higher Colleges of Technology students, faculty and staff: valid ID showing the ID number and/or barcode of their home institution.

    c) UAE Community Users: Library Membership ID.

Lending Rules by User Category

    a) UAEU Students (undergraduates and Masters Students)

Table 1. UAEU Students (Undergraduate, Masters)

User Category	No. of items	Loan period	No. of renewals	Renewal Period	Media Materials	Hold	Inter Library Loan	Bound Journals	Recall
General books	10	30 days	2	30 days	7 days	yes	yes	Short-loan or in-library use	yes
Emirates books	10	14 days	2	14 days	7 days	yes	yes	Short-loan or in-library use	yes

    b) Faculty including instructors, teaching assistants, and PHD Students

Table 2. UAEU Faculty

User Category	No. of items	Loan period	No. of renewals	Renewal Period	Media Materials	Hold	Inter Library Loan	Bound Journals	Recall
General books	20	120 days	2	120 days	7 days	yes	yes	Short-loan or in-library use	yes
Emirates books	20	14 days	2	14 days	7 days	yes	yes	Short-loan or in-library use	yes

c) Staff, Alumni and Community Users

Table 3. UAEU Staff, Graduate Alumni & UAE Community Users

	No. of items	Loan Period	No. of renewals*	Media Materials	Bound Journals
General books	10	30 days	2	7 days	Short-loan or in-library use
Emirates books	10	14 days	2	7 days	Short-loan or in-library use

UAEU Graduate Alumni

a) UAEU Graduates (Alumni) will be exempt from subscription fees for library membership.
b) They may use licensed electronic resources and special collections of printed and original materials on-site within the UAEU Libraries. They may also borrow printed published materials as if full members of the university community.
c) Remote access to externally licensed resources is subject to individual application to library management and determined according to publisher licence agreements.

LIWA Consortium Members (HCT and ZU)

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

Renewals

a) Users may renew their borrowed items with their ID card and PIN:
    (i) Online at the library website under 'Lending Services'. This service is available 24/7.
    (ii) By e-mail to: circ_lib@uaeu.ac.ae
    (iii) By telephone to any Loans Desk
    (iv) In person at any Loans Desk or Self-check machine.

b) Exceptions: An item will not be renewed if
    (i) it has been placed on hold by another user
    (ii) it is requested for Course Reserves
    (iii) it has already been renewed the maximum number of times
    (iv) the user has accumulated fines

Library Holds:

a) Borrowers may place a hold on circulating items within the library system. These include items available on the shelf at another location or checked out by another user.
b) Borrowers may retain the borrowed material for the term of the original loan period but within any subsequent loan period (i.e. after renewal) the borrower is required to return the item for the hold requester.
c) As a hold item becomes available, it will be kept at the Loans Desk for a period of three days and the requestor notified by email. Items not picked up after three days will be re-shelved. If a borrower receives notification that an item they have checked out has been requested by another user, and they fail to return that item, they may lose borrowing privileges.
d) Renewals follow the regular procedure, unless another user has placed a hold on it.
e) The Dean of Libraries may determine variations to borrowing privileges.

LIWA Consortium Holds:

Faculty, students and graduate students may also request books from member libraries of the UAE Higher Education Library Consortium (Zayed University and Higher Colleges of Technology) by selecting the LIWA link in the online catalog.

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.

Faculty procedures.

a) Faculty may request that Library holdings are placed on Course Reserves by submitting the 'Request Course Reserves' Form.
b) Material placed on Course Reserves may be a library copy or a personal copy of the faculty member.
c) Course Reserves material requests should be submitted 3 weeks prior to the beginning of the semester.
d) Submissions will be processed on a first-come, first-served basis.
    (i) Submissions should include complete citation information, and call number if a library copy.
    (ii) Faculty should check the library online catalog, pull selected item(s) from the shelves and forward to the Lending staff.
    (iii) 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.

Short Loans

All library users may request short loans of specific materials (e.g. Reference materials; bound volumes of journals; special collection items) by request to Loans staff. Loan conditions will be stated separately at the time.

Penalties, Fines and reminders

Fines for Overdue books:
- Grace period of 7 days after due date for all library materials.
- Fines are charged for overdue items at:
    - 1.DH/item/day for overdue books;
    - 4.DH/item/day for Special Collections and Multimedia materials.
- Fines are paid at the Main Library Loans Desks with a charge card or at the Al Etihad Bank on the female side of the Maqam campus. Items must be returned by the borrower in order for fines to be paid on that item.
- The maximum overdue fine for each item is 45.DH.

Reminders
- First reminder 7 days before due date.
- Second reminder one day after due date.
- Third reminder five days after due date.

SMS

If Library users provide a phone number, then reminders can be sent via SMS or emailed at the end of the loan period.

Fines for Overdue Course Reserve items
- 24 hour loan: fine (3.DH.) for every hour overdue.
- 3 Hour loan: fine (5.DH) for every hour overdue.
- 4 Hour loan: fine (5.DH) for every hour overdue.

Lost and damaged Items
- Lost items will be charged at replacement cost plus an administration fee of (100. DH) each. This is to cover the re-purchasing and processing costs where required.
- Damaged items may be charged at (30 DH) each for older items and up to the replacement cost plus an admin fee of 100. DH for recent publications which need to be replaced.

Penalties
Beyond the grace period the following penalties may be invoked if loans are not returned or fines not paid for lost or damaged items:
- Loss of access to loans and services
- Loss of online remote access to e-resources via the library subscriptions

3. Access to e-resources

a) The UAEU Libraries acquire a wide range of e-resources including databases, full text journals and e-books. Some are acquired via annual subscription fees and others (usually e-books) are acquired on a one-off basis and available as perpetual access files. Users require a current UAEU sign-on or email to authenticate access from remote locations. These services are made available under the terms of the publisher license agreements and may have limited number of concurrent users or restrictions on remote access.

b) In addition, the UAEU Libraries subscribe to bibliometric tools and guides which support scholars in their efforts to identify areas of research, to identify expert researchers and to monitor scholarly productivity through citations and other forms of analysis. (e.g. LibGuides, SCOPUS, PURE Portal, SciVal) The library staff can provide assistance with the use of these tools and guides and will regularly run information sessions for faculty, students and others.

c) The UAEU Libraries ask that library users manage their single sign-on protocols (passwords and user numbers) with care to prevent unauthorized access to these licensed resources.

d) In line with the principle of providing extended access to the wider university community, access to e-resources and library collections is available to community users, adjunct professors and alumni where this is permitted under the terms of the publisher's license.