

## **LIBRARY REGULATIONS**

**UNIVERSIDADE EUROPEIA**

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Rector's approval

## **CHAPTER I**

### **GENERAL PROVISIONS**

#### Article 1

##### **Scope**

1. The Universidade Europeia has libraries installed in the various campuses, which form an integrated and standardized system of information and documentation:

- a) Quinta do Bom Nome Campus Library;
- b) Santos Campus Library – António Quadros Library;
- c) Lispólis Campus Library.

#### Article 2

##### **Objectives**

1. The mission of the Universidade Europeia Libraries is to take care of the collection, processing, control, access and dissemination of information.
2. The library team ensures the acquisition, management, registration, cataloguing, classification, indexation, storage and dissemination of information, as well as responding to everyday requests.
3. The Libraries belonging to Universidade Europeia, which holds school service status of Private and Cooperative Higher Education, approved by Decree-Law no. 271/89 of 19 August 1989, assume a set of specific tasks aimed at supporting the activities developed by lecturers, students and collaborators of the University as well as meeting the requests of the Community to which it belongs, complying with this Regulation.

#### Article 3

##### **Access**

1. The Libraries are open to the academic community of the University as well as to the general public on a free-access basis, except on the case of rare books to which access is restricted.
2. Opening hours are set at the beginning of the academic year.

## **CHAPTER II**

### **LIBRARY USERS**

#### Article 4

##### **Users**

1. Users of the Universidade Europeia Libraries are divided into members of the University (internal) and members of the public (external).
2. Members of the university include students, faculty and staff of the Universidade Europeia, identifiable through a user card, issued by the Institution to which the user belongs.
3. Members of the public include any other person external to the University.
4. If members of the public wish to photocopy works belonging to the Library estate, they must hand in an ID card at the time of picking up the book, which will be handed back when said book is returned.
5. All users are personally responsible for ensuring that they observe the requirements of the copyright legislation currently in force.

#### Article 5

##### **Library card**

1. To access library services, members of the university must have an identification card issued by the Universidade Europeia and must present it whenever requested.
2. The card is personal and non-transferable, provided only to students, faculty staff or employees of the Institutions.
3. The library card shall be provided by academic services immediately after student, faculty or collaborator status is granted to the user.

#### Article 6

##### **Library users' rights**

1. Users of the University Libraries, whether members of the university or members of the public, are allowed to use all existing information resources and equipment, in accordance with the provisions of this regulation.
2. Users are entitled to:

- a) Request information on the services and regulations of the Universidade Europeia Libraries;
- b) Request the consultation of reference material and borrow books;
- c) Borrow and return books in any campus;
- d) Borrow books through the intercampus or interlibrary loan, within the norms established in the present Regulation;
- e) Access their user file and associated electronic services;
- f) Consult existing databases;
- g) Make suggestions or complaints.

#### Article 7

##### **Library users' responsibilities**

1. Users must comply with the Universidade Europeia Library Regulation, namely:
  - a) Users are expected to behave professionally and to treat the library environment with respect and the library staff and other users with respect and courtesy;
  - b) Users must not mark, deface or damage Library books;
  - c) Books and other loanable items must be returned no later than the due date;
  - d) Users must maintain good order and observe the rule applying to each area;
  - e) Any item made available for consultation within the Library must be returned and placed either on the table or the cart;
  - f) Users must observe the rules applying to each area in the Library;
  - g) Users will be required to produce their Library card on request.

#### Article 8

##### **Services provided by the libraries**

1. The Universidade Europeia Libraries provide the following services:
  - a) Reference services;
  - b) Consultation within the Library;
  - c) On-site borrowing;
  - d) Home loan;
  - e) Intercampus loan;

- f) Interlibrary loan service;
- g) Training;
- h) Access to databases and Electronic Information Services;
- i) Training on different subjects, for faculty staff and students. Attendance is free, but prior registration is necessary.

#### Article 9

##### **Reference services**

The reference service supports and guides users in research, creating conditions for a better and more useful use of information resources in the Library

#### Article 10

##### **Consultation within the Library**

1. Consultation within the Library takes place exclusively in the areas that are part of the Libraries.
2. Any item made available for consultation within the Library can be consulted by users without an application.
3. Within the library, users are allowed to use books pertaining to the library and any other materials given that they behave considerately, maintain good order and observe the rules applying to each area.
4. The catalog of Universidade Europeia Libraries is open access, with the following exceptions:
  - a) Books not on open access;
  - b) CDs and DVDs;
  - c) technical service documents.
5. The above-mentioned documents may be consulted by request to the Library staff.
6. Any item made available for consultation within the Library must be returned and deposited in designated places.

#### Article 11

##### **On-site access and borrowing**

1. On-site borrowing allows members of the University to borrow up to 4 items at any one time and take them outside the libraries, given that they remain within the campuses of Universidade Europeia. No book shall be taken out of the Library until the loan has been recorded on the Library system.
2. Books must be returned within 15 minutes of the closing of the Library.
3. Library borrowing rights may be withdrawn in certain circumstances and some books may be temporarily confined to the library.
4. The following items may be borrowed to use in campus:
  - a) Journal issues/conference proceedings;
  - b) Reference sources such as dictionaries or encyclopaedias.
5. The following items may not be borrowed to use in campus:
  - a) Theses and academic papers;
  - b) CDs;
  - c) Publications in poor condition.
6. On-site borrowing is reserved for members of the university.

## Article 12

### **Home loan**

1. Home loan refers to loaning items to be read in spaces outside the campus of the Universidade Europeia.
2. Loans are recorded on the Library system and the user may borrow up to 4 items at any one time, for a period of 7 consecutive days, renewable twice for the same period, provided that the loanable item has not been requested by another user.
3. Home loans are made available individually to each user.
4. Loan periods may be altered as the Librarian may from time to time prescribe.
5. Borrowers are responsible for all items issued to their Library card and must return them no later than the due date or earlier if they are recalled by the Library. Users will be liable for any loss of, or damage to, books or other items while in their charge.
6. Books and other loanable items must be returned no later than the due date or renewed within due time.

7. Under no circumstances may users retain in their possession more items than those provided for in paragraph 2.
8. It is forbidden to assign loaned items to third parties for any reason whatsoever.
9. If at the time of the request for home loan the item is being read in the Library, the user will have to wait for its return.
10. A lent document can be reserved by another user through the online catalog or directly in the library information desk.
11. The Library will inform the user about the providing date via e-mail. From the moment the library notifies the user that the document is available, he or she has two days to pick it up after which the reservation is cancelled.

#### Article 13

##### **Materials excluded from loan**

1. The following materials are excluded from loan:

- a) Periodicals;
- b) Theses, final projects and similar documents;
- c) reference works such as encyclopaedias or dictionaries, except in duly justified cases;
- d) CDs;
- e) Any item in poor condition;
- f) Any item the library may from time to time prescribe.

#### Article 14

##### **Intercampus loan**

1. The Universidade Europeia grants its users the possibility to loan books from other campuses.
2. The requested material, if available, must be sent as soon as possible to the campus Library that made the request. The item's availability will be blocked in the meantime.
3. The material may be sent by internal mail or via CTT. (This service is free of charge for the student).



4. Loan periods for books borrowed from another campus are the same as those for home loan.

5. When the material is returned to the requesting campus library, it shall be immediately forwarded to the home campus library.

#### Article 15

##### **Interlibrary loan**

1. The Interlibrary loan (EIB) is a service provided by national and foreign libraries and similar institutions in accordance with the principle of universal accessibility and sharing of information resources.

2. The EIB loan is accessible to students, faculty staff and researchers of the European University.

3. Loan rules for home loans shall apply to the EIB.

4. Users who use the EIB service are responsible for the costs of sending materials.

5. If the internal user withdraws from the service, there shall be no refund.

#### Article 16

##### **Universidade Europeia Libraries**

1. Universidade Europeia Libraries in Portugal ensure interlibrary loans when requested by libraries or similar institutions in the country or abroad.

2. Loans in Portugal follow the rules for home loans and must meet the following requirements:

a) Requests are done by letter or email;

b) Return period is 15 working days from the date of sending the item to the requesting library;

c) Consultation must take place in the requesting libraries, which will not provide these items for home loan;

d) Mailing items must be done through certified mail providing the sender with a return receipt;

e) Transportation costs must be paid by the requesting Library.

3. When interlibrary loan takes place, the requesting Library is responsible for the good use and compliance with legal obligations related to copyright.

4. Materials excluded from interlibrary loan are mentioned in article 13.

5. International loans follow the rules for home loans and must comply with the following requirements:

a) The request is done by letter or email;

b) The request is done by letter, email or delivered directly to the Campus Library to which the user is affiliated;

c) The loan follows the rules set out in this regulation;

d) The loan is free of charge and applicants only have to pay the postage;

e) The loan is made for 15 working days;

f) Borrowers may borrow up to 2 items at any one time;

g) Materials are consulted on the premises of the requesting library;

h) The sending and returning of the materials are made by certified mail, except in the case of the requesting library having a way of collecting it at the library facilities to which it requests said materials;

i) The requesting library or institution will be responsible for the loss or damage caused to materials provided by the Universidade Europeia Libraries and shall be subject to the penalties provided for in this regulation;

j) The penalty for non-compliance with this regulation, for damage or loss of the materials lent shall be the replacement cost of the whole set;

k) Master's and doctoral theses will only be lent with the consent of the author;

l) Loans from the electronic databases complies to the rules set by the publishers themselves and service providers;

m) The request for sending photocopies of materials requires payment according to the price list in force in the Copies Centre and corresponding shipping costs;

n) Payment must be made by bank transfer and requires sending proof of said payment: name, amount and date of transfer;

o) Upon payment, the materials and/or photocopies will be sent by mail, together with the receipt;

- p) Materials and/or copies will be sent within a maximum of 5 working days from the date of the request;
- q) The Universidade Europeia Libraries reserve the right to refuse to fulfil a loan request if the requesting library or institution fails to meet any of the requirements in this Regulation or whenever the interests of internal users are at stake;
- r) Unforeseen cases or not provided for in this Regulation shall be decided by the Coordination of Universidade Europeia Libraries.

## Article 17

### **Request identification**

1. The request for the loan of a book must contain the following:
  - a) Title
  - b) Author
  - c) Publisher
  - (d) Date of publication
  - (e) ISBN
  - f) The institution holding the document, if possible
2. To make a formal request it will be necessary to contact the library in person or via e-mail.

## Article 18

### **User training**

1. The Universidade Europeia Libraries carry out user training courses whenever requested. This service aims to make known and disseminate the available bibliographic resources as well as help develop information skills that contribute to user autonomy in the information research process.
2. The following training actions are available:
  - a) Reception for new students, to be held at the beginning of each academic year;
  - b) Presentation of the Library, services, resources and catalog search;
  - c) Guided visits to the Library;
  - d) Searching the existing databases.
  - e) Copyright.

3. Other training actions may be proposed to the Libraries, provided that they comply with their competences and academic scope.

#### Article 19

##### **Database and Internet access**

1. The Universidade Europeia Libraries provide computers to access the databases and the Internet, which must be used exclusively for accessing online information as well as completing work related to the research.
2. Downloads to the computers disk are not allowed.
3. The Internet access provided by this service is not intended for leisure.
4. The Universidade Europeia Libraries reserve the right to restrict access to users who do not use this service for the purposes stated in this regulation.
5. The hard disks of the computers in the Libraries are cleaned regularly, thus any academic work recorded there will be eliminated.

### **CHAPTER III**

#### **RETURN OF LIBRARY MATERIAL AND FEES**

##### Article 20

##### **Return of library material and renewals**

1. Books and other loanable items must be returned no later than the due date or earlier if they are recalled by the Library. A renewal can be requested at that time.
2. The renewal of an item has to be done before its term of loan finalizes. This renewal request will not be accepted if there are users on the waiting list to consult the item.
3. Renewal should preferably be carried out online or, alternatively, in person, by phone or email.
4. Library materials may not be renewed if the item is seriously overdue or has been reserved by another library user.
5. Users with two or more overdue items may not be allowed to borrow further books or other loanable items.
6. Library materials may not be renewed if the item has been reserved by another library user.
7. When returning materials, the user will receive an automatic return confirmation via email.
8. For inventory purposes, on July 31, users are required to return all books or other loanable items they hold on loan.

9. Situations in which books and other loanable items are kept overdue after two notifications will be communicated in writing to the faculty directorate and users may lose access to digital platforms.

#### Article 21

##### **Sanctions**

1. The user shall pay a fee for each week's delay and for each item overdue.
2. The non-return of the works requested in person, referred to in the previous article, implies paying a fee in accordance with Annex I.
3. In case of damage or loss of the requested book or other loanable item, the user must pay for the replacement or repair of the item.
4. Items requested for consultation in the Libraries, within the Library's opening hours, shall be considered as loans.
5. The user who tries to remove books or any other material from the Library, without a request, will be suspended from all rights to borrow books or other loanable item for 1 year and the case will be reported in writing to the rector.

### **CHAPTER IV**

#### **CONDUCT**

##### Article 22

##### **Good order and rules applying to each area**

1. The Reading Room is to be used for reading and study, and users are expected to treat the library environment with respect and the library staff and other users with respect and courtesy.
2. The following are not allowed:
  - a) Speak out loud, use mobile phones or any other electronic devices with sound or fail to behave considerately and to respect the study needs of others.
  - b) Smoking, eating and drinking (except bottled water);
  - c) Group working outside appropriate designated areas;
  - d) Leave property on chairs and tables. The University libraries accept no responsibility for the loss of any personal property left in the libraries;

e) Abandon a reading and / or group work area for more than 30 minutes.

#### Article 23

##### **Care of books and other library materials**

1. The following are not allowed:

- a) Change the arrangement of furniture and / or equipment;
- b) Damage a book by folding, cutting or tearing, writing or scratching, drawing, underlining, soiling or wetting its sheets or covers, or rendering unusable the content or the support of other materials. It is also considered damage to a book to take off or disable any signs posted by the librarians.

#### **CHAPTER V**

##### **FINAL AND TRANSITORY DISPOSITIONS**

#### Article 24

##### **Revoking norm**

Failure to comply with this Regulation may imply disciplinary proceedings. Should any incident be reported, the Librarian is responsible for informing the rectory. Unforeseen cases are to be solved by the Librarian and the rectory.

#### Article 25

##### **Enforcement date**

This Regulation will be in force after approval by the Rector.

Lisbon, 14th January, 2020

Dr. Pedro Barbas Homem

Rector of the Universidade Europeia