


Category	Library and Learning Commons	Policy Number	ACA-LIB-101	 جامعة زايد ZAYED UNIVERSITY
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Responsible Office	Provost	Policy Owner	LLC	
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POLICY

Library Public Services

1. Purpose

This policy provides the basis for the effective utilization of library resources and services for faculty, staff, students, alumni, consortium, and community users on both campuses of Zayed University (ZU).

2. Scope of Application

This policy applies to all ZU Library and Learning Commons (Library) resources and the users of those resources.

3. Definitions

Library: ZU Library and Learning Commons.

Alumni: ZU graduates registered with the Alumni Office.

Consortium Borrowers: Individuals with current and active ID cards from their member institutions as specified in the Library's *Borrowing and Use Guidelines*.

Community Users: Individuals who are not ZU students, ZU faculty, ZU staff, ZU alumni or consortium borrowers. They are offered limited access to Library services as specified in the Library's *Borrowing and Use Guidelines*.

4. Policy

This policy outlines the scope and implications of the circulation of resources and the use of Library services, facilities, and resources of the ZU Library.

5. Circulation of Library Materials

5.1 Types of Materials

The Library provides a variety of materials to meet the needs, interests and expectations of its patrons. Each type of material is covered by circulation guidelines as specified in the Procedures accompanying this policy.

5.2 Use of Facilities and Resources

5.2.1 The Library is open Monday through Friday, except for holidays. Special hours are set for Ramadan and times when the university is not in session. As individuals, patrons may access the Library at any time during the Library's open hours as specified in the Library operation hours schedules.

- 5.2.2 The goal of the Library is to provide the university community with fair, equitable and suitable access to all facilities and resources. Because of the differing needs of instructors bringing classes and students needing a quiet place to do independent study, limitations on access to some facilities and/or resources may apply.
- 5.2.3 Users must adhere to the Library's regulations regarding gender segregation as appropriate.
- 5.2.4 The Library also seeks to be a resource for educators, researchers, and other stakeholders from the wider U.A.E. community.

5.3 Use of Library Resources

5.3.1 Borrowers

- a) ZU faculty, staff and students must present a valid ZU ID to borrow materials. Other borrowers, as approved by the Director of the Library and Learning Commons Department, will be granted borrowing privileges according to the Library's *Borrowing and Use Guidelines*.
- b) ZU faculty, staff and students may borrow materials from either campus. They may also return materials to either campus.
- c) The Library identifies six (6) categories of patrons with differing needs:
 - i) Students currently registered at ZU;
 - ii) Faculty currently employed at ZU;
 - iii) Staff currently employed at ZU;
 - iv) ZU Alumni;
 - v) Consortium borrowers;
 - vi) Community users.

5.3.2 Borrowing Periods and Renewals

- a) Borrowing periods and renewals are defined by the Library's *Borrowing and Use Guidelines*. Material types may have different borrowing periods to ensure the broadest possible access to all patrons. Because borrower needs differ, borrowing periods may also vary according to the borrower category. Borrowing periods by material type and user category are specified in the accompanying Procedures.
- b) Items may be renewed unless a hold has been placed on the item. If resources are needed before the date due, the Library retains the right to recall the materials. A user may place a hold on an item that is out.

5.3.3 Overdue Materials

- a) Library patrons are expected to return materials by the date they are due and in good condition. Patrons with overdue items are not permitted to borrow additional items. Community users who do not return materials in a timely manner may have their privileges revoked. Students who have outstanding Library items will not be able to collect their transcripts until they return the materials and receive clearance from the Library.
- b) The Library does not levy fines for overdue items. An item is declared lost when the Library is notified of such loss by the borrower or when two semesters have passed.

5.3.4 Lost and Damaged Materials

- a) It is expected that all Library patrons will treat Library resources and materials with due care and respect. Users are responsible for the materials checked out in their name. If an item is lost or damaged beyond repair, the user is responsible for the cost of replacing the item. The cost is calculated as indicated in the following table:

Material Type	Cost (AED)*
Book – Hardcover -- English	350
Book – Paperback – English	200
Book – Hardcover – Arabic	250
Book – Paperback -- Arabic	150
Audiovisual	250
Language and Test Preparation	250
Kits	300
Graded Reader	65
Graded Reader + CD	165

* Includes processing costs.

If the current price of the book/material in the Acquisitions System is higher than the price listed above, the Circulation Assistant will charge the price that is indicated in the system.

- b) If a book is damaged and can be repaired, the user is responsible for the cost of the repairs. The Technical Services Department will assess materials suffering damage and a suitable repair fee will be charged.
- c) All repair/replacement costs are to be paid before the end of the semester in which the item was lost or damaged.
- d) Academic transcripts for students will be withheld until costs for lost or damaged items are paid.
- e) Community users who lose Library materials may have their borrowing privileges revoked and may forfeit their deposit.

5.3.5 Photocopying

Photocopy machines are available in the Library. Those who make use of the photocopiers are expected to abide by copyright laws. Violations of the laws are the responsibility of the user and not the Library.

5.3.6 Printing

Printers are available in the Library. Patrons are expected to exercise good judgment in the number of pages printed and the appropriate nature of the items printed.

6. Use of Library Services, Facilities and Resources

6.1 Interlibrary Loan and Document Delivery Services

- 6.1.1 The Library provides effective and efficient access to materials that are not owned by the Library through cooperative arrangements with other libraries or through commercial document delivery vendors.
- 6.1.2 All ZU faculty, staff, and students are eligible for a reasonable number of interlibrary loan requests of a scholarly nature.

- 6.1.3 The Library abides by regulations, protocols, and procedures of cooperative Interlibrary Loan networks and the lending libraries as well as copyright and intellectual property laws.

6.2 Community Users and Special Borrowers

- 6.2.1 The Library identifies categories of individuals in addition to students, alumni, faculty and staff of Zayed University and consortium members who may use and/or borrow materials from the Library. The categories of users and their privileges are defined in the library *Borrowing and Use Guidelines*.
- 6.2.2 Special permission for individuals in some categories to borrow materials may be granted by the Assistant Director or the Director of the Library and Learning Commons Department according to the *Borrowing and Use Guidelines*. The Library requires verification that the individual has been granted permission to use the Library.
- 6.2.3 Individuals who have valid and current ZU library cards as community borrowers, or who are visiting by invitation of a dean or assistant dean, will generally use the Library during the hours designated for their gender as specified on the Library website Hours of Operation.

7. Related Policies and Laws

ACA-LIB-102 Library Collection Development
 ACA-PRO-501 Intellectual and Academic Freedom
 ACA-STU-103 Gender Segregation
 UNI-LEG-301 Copyright

8. Administration

This policy is administered by the Library and Learning Commons Department.

9. Revision History

Date	Revision
7 November 2022	Approved by the Acting Provost (Version 4.1).
14 October 2022	Non-substantive changes: <ul style="list-style-type: none"> • Updated days of the working week to Monday to Friday (5.2.1). • Emphasized adherence to gender segregation regulations (5.2.3). • Updated the information header and policy numbers to be in line with the new format.
4 October 2020	President's Decree issued (PD #90 of 2020). (Version 4.0)
27 March 2012	Revisions to policy approved. (Version 3.0)
13 June 2010	Version 2.0 approved.
14 June 2006	Version 1.1 approved.