



University Library

AMSTERDAM UNIVERSITY LIBRARY USER REGULATIONS

Regulations for the users of the libraries of the University of Amsterdam

General

1. The *Library of the University of Amsterdam* (from hereon: *the library*) is understood to mean the whole body of libraries and facilities of the Library of the University of Amsterdam (UvA), including rooms indicated as study centres.
2. *Librarian* is understood to mean the University librarian (director of the library) or his representative.
3. *Library card* is understood to mean proof of registration as a member; these regulations are applicable to all libraries and study centres of the UvA, with the exception of the libraries of the AMC, CEDLA and ACTA.
4. These regulations contain a more detailed description of the UvA-wide house and behaviour rules concerning buildings, facilities and grounds of the UvA, as decided by decision no. 2015cb0317 of the Executive Board on 30 September 2015.

House rules

5. Visitors of the library are to adhere to the rules stated here and to the directions and instructions given by the library staff and the security personnel.
6. All visitors are to behave in accordance with the common standards of public order and common decency, and show respect for each other and each other's property or those of the UvA.
7. The library uses camera supervision; this supervision is subject to the UvA regulations for camera supervision.
8. The following house rules are applicable when using the facilities of the libraries and study centres:
 - no smoking in buildings and within a radius of 10 meters of the entrance;
 - visitors only have access to public rooms and spaces;
 - pets are not allowed in the library or study centre, with the exception of guide dogs;
 - libraries and study centres should be quiet;
 - mobile telephones must be set to silent in the library or study centre;
 - food and beverages are allowed only in rooms intended for consuming food and beverages (such as restaurants and cafeterias) for reasons of hygiene;
 - if wardrobes and/or lockers are available for stalling coats and bags, it is recommended and appreciated to make use of them.
9. It is not allowed to take photographs of or film the interior, the visitors and the staff of the library without permission.

Access

10. The libraries and study centres are in principle accessible to anyone who wants to make use of the collections and facilities for educational purposes, research or self study, exceptions excluded. During the evenings (after 18:00) and the weekends access is restricted to staff members and students of the UvA and the Amsterdam University of Applied Sciences (AUAS). A complete and accurate overview of the access regulations is available on the website (<http://uba.uva.nl/en/>). Visitors are admitted until a quarter of an hour before closing time.

Registering as a user

11. The following persons are able to register as a user:

- a) staff members or visiting staff members of the UvA and/or AUAS and students of the UvA and/or AUAS;
- b) staff members or students of another Dutch University;
- c) staff members of the Koninklijke Bibliotheek or the Royal Dutch Academy of Sciences;
- d) others who want to make use of the library for purposes of study and/or work.

For those who belong to categories a, b or c, membership is free.

Members of the last category (d) pay a yearly contribution. The librarian decides on the fees charged as contribution. Registering is possible at any UvA library.

12. In order to register for or renew a library card, identification (with a valid passport or driver's license) is compulsory. For students of the UvA and AUAS, the Student ID card functions as their library card; for staff of these institutions, their Staff ID card functions as a library card. Students of universities other than UvA or AUAS are required to show their student card (or proof of payment of the tuition fee). Staff members mentioned in category a, b and c are required to show an official document which confirms their status as staff member. The library card entitles one to use all loan facilities at all UvA and AUAS libraries. Loss or theft of a library card should be reported immediately at the desk of one of the UvA or AUAS libraries. A library card is personal, to be used only by the person registered on the card. Misuse will be punished, users will be held liable for abuse of their card by a third party.

Circulation

13. Any person who borrows items from the library commits himself/herself to:

- return every item upon first request or within the loan period stated in these regulations;
- not to give library material to a third party or to take library material abroad;
- to report loss of a library card or changes in address or telephone number via the contact form on the website or to a library desk at one of the UvA libraries;
- to pay compensation (and administrative costs and collection charges) in case of loss or damage of the item or any other depreciation of the item(s) on loan.

14. When exceeding the loan period, a fine will be imposed. These fines have to be paid when returning the item(s). An accurate and complete overview of fines and fees is stated on the website.

15. A member can request and borrow a maximum of 50 items at any given time. The librarian is entitled to refuse consultation or lending of items when this appears to be in the best interest of the library.

16. Ordering reproductions requires approval of the librarian. Please consult the library staff about any reproductions and about charges for reproductions.

Use of study spaces and access to UvAnet

17. The study spaces, PCs and network facilities in the library are available for study purposes only. If a person uses them for other purposes, library staff is entitled to ask them to stop. For using the UvAnet and/or ICT/ network apparatus, the UvAnet and ICT behaviour regulations apply.

18. A study space with a PC must be used as such; if a user is not logged in, library staff can ask that person to free the space for a user who is waiting for a space with a PC.

19. Users of student PCs are responsible for saving their own files. The UvA saves files only temporarily. See the information on the start screen. When leaving a study space, users must always log off to prevent abuse of their account by others.

20. If a study space with a PC is not used for longer than 20 minutes, library staff are allowed to free the space and log the user off.

Complaints

21. Complaints can be made to the sector Public Services of the University Library via the email address bibliotheek@uva.nl or the printed complaints form. Complaints will be answered by email within two weeks.

Final provisions

22. Users of the library, study spaces and the UvAnet are liable for any damage caused to the UvA as a result of and connected to the use of study space, the facilities, the available materials, furniture and the UvAnet.
23. The UvA is not liable for loss and/or damage of personal property of users and visitors. In case of personal injury, the policy for Incidents will be followed. In case of unauthorised changes, vandalism and/or damage to any of the above mentioned, the perpetrator is always liable for the damage. In case of theft, it will always be reported to the police.
24. The study spaces, the UvAnet and connected systems are designed with the utmost care in order to safeguard its dependability. The UvA can never be held liable for any damage caused by or connected to the use of study spaces and UvAnet.
25. If necessary, the University librarian will deviate from the rules laid down in these regulations and he is the arbiter of any issue not foreseen by these regulations.
26. In case of violation of the regulations stated here or instructions given by library staff, visitors of the library can be denied access to the library or study centres for a period still to be determined. When a visitor is denied access to the library, he or she will be informed in writing. Staff and students who are denied access may appeal to this decision in writing and giving a motivation, within 6 weeks, to the Complaints Commission of the University of Amsterdam, Spui 21, 1012 WX, Amsterdam, in conformity with the protocol Denial of access to building and/or grounds.

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