Regulations for end-users with an ILL-account

1. ILL-accounts are given only to those with a valid UBA library card.
2. An ILL-account uses a number and a pincode. The account-holder is solely responsible for the secrecy of these two data. Should a third person abuse these, fines are charged to the one holding the account. Should the holder forget his or her password, the library with which your account is can ask for a new one. Prior to this a valid library card and identification card have to be shown.
3. The library can block your account at your request.
4. ILL-rates can be found at UBA's webpage.
5. Under no circumstances the library can be held responsible for the abuse of an account until loss or theft has been reported. In these cases the account will be blocked immediately.
6. Account-holders are obliged to redress a negative balance within 30 days. The library has the right to deny all requests made as long as the balance is negative.
7. Deposits can be made at any UvA library.
8. Restitution of money deposited in the account is possible only when the account is terminated/blocked. This rule does not apply to accounts opened by UvA students and to accounts granted to UvA staff-members.
9. Should an ILL-account remain idle for a period of two years, it is annulled. Its remaining deposit falls to UvA.
10. Complaints about (non-)delivered copies or books should be addressed to the library at which the account has been registered.
11. The account-holder is responsible for the (correct) registration of the address to which photocopies can be sent. The ILL system saves the address that was last used. Books will always be sent to the library where the account was registered, even if the request has been submitted from another location.
12. Books delivered must be returned within the set loan period stated of 4 weeks. They may be returned at any UvA library.
13. The ILL-account is strictly personal and not transferable to a third party.

Amsterdam University Library, May 2002.
updated: 15 March 2011