

# **Conditions of Use of the Library and Media Center of the University of Applied Sciences Hochschule Campus Wien<sup>1</sup>**

## **Contents**

- 1 General Information**
- 2 Use Within the Library**
- 3 Use Outside the Library**
- 4 Interlibrary Loans**
- 5 Document Delivery**
- 6 Payment Reminders**
- 7 Liability Regulations**
- 8 Infringements**

---

<sup>1</sup> This version of the Conditions of Use of the Library and Media Center of the University of Applied Sciences Hochschule Campus Wien is an English translation of the original German version and is for information purposes only. In case of dispute, the original German language version is valid.

## 1 General Information

### Services

The Library and Media Center is a central organizational unit of the University of Applied Sciences Hochschule Campus Wien. It serves as a scientific library for research, teaching and study.

### Opening Times

The opening hours of the library are announced on the library homepage as well as on the notice board. There is no entitlement to specific opening times. In special circumstances, the library has the right to change its opening times at short notice. Special opening times apply during holiday seasons, which will be posted on the library homepage and announced on the notice board.

### Use

The library is both a lending and reference library. The library collection may be used in the library or checked out. Prior to borrowing, authorization to use the library is necessary, which is bound to the possession of a valid Hochschule Campus Wien Campus Card or a valid library card. External applicants must present a valid official photo identification as well as a "Proof of Residence" form (Meldezettel). A one-off registration fee will be charged. The current tariff can be found on the library's homepage.

The library is to be notified immediately of any subsequent changes to the user's personal details. The user undertakes to treat any borrowed media according to copyright law. Loss of the Campus Card or the library card is to be reported to the library, in order to prevent misuse.

### Data Protection

The library uses electronic data processing to provide its services. The users' master data are stored electronically. The data will be treated in accordance with the requirements of the data protection act. The users agree to this. Names and addresses of library users will not be passed on to other users.

How long is my data stored? Personal user data is automatically deleted three years after the last library contact (return of media)

## 2 Use Within the Library

### **Open-access Section**

The items in the library are arranged by call number and can be accessed freely. When leaving the library, all media must be presented at the counter for loan registration or signed out using the self-checkout facility. The library may exclude individual media items or certain stock from loan if specific objective reasons exist.

### **Reference Periodicals**

Periodicals may not be borrowed and may only be used in the library rooms.

### **Research Stations**

Library computers are available for literature search or academic activities only.

### **The Library's Right of Inspection**

Library staff is entitled to request the show of contents of folders, bags and similar containers. Furthermore, they may demand any person in the library to identify themselves.

### **Behavior in the Library**

The rooms of the library are to remain quiet. Smoking, eating and drinking is not permitted in the library. Telephoning as well as using private audiovisual media is prohibited.

Carrying items which are potentially hazardous for other persons, the library stock or which could constitute a disruption to user services, are prohibited, as are animals.

## 3 Use Outside the Library

### **Loans**

Each authorized user has the right to borrow up to a maximum of 30 media items. The library is entitled to verify the validity or legitimacy of the Campus Card or the library card. In cases of suspected misuse, the Campus Card or library card may be withheld.

The loan period is determined by media type. The standard loan is 31 days, which covers all loans not subject to special provisions.

The loan period of media can be extended (online) up to 6 months. As soon as one of the borrowed media items is overdue, loans can no longer be extended.

Long-term loans are not allowed. In duly justified cases, the library can reclaim an item before the end of the loan period or request it to be presented. An extension of the loan period is not permitted if the media item is reserved or already overdue.

### **Media Returns**

Before the expiry date, the borrowed media must be returned unsolicited to the library counter or deposited in the book return box, which is emptied once per working day.

Provided the library allows returning media by post, this is done at the user's risk. Name, address and user number must be enclosed in the consignment. The users must ensure that the packaging prevents any damage. The user bears the risk of loss and damage until receipt of the library material in the library.

### **Reservation**

It is possible to place a hold on a borrowed item. Notification follows as soon as the media item is available. If the requested book is not picked up within the time limit specified in the notification, the library may use it otherwise. Information concerning any requesting or borrowing user will not be provided. The library may limit the number of reservations or temporarily suspend acceptance of reservations.

## **4 Interlibrary Loans**

The library offers the interlibrary loan service for media from other libraries within Austria offering this service. Media may only be ordered via interlibrary loan if the University of Applied Sciences Hochschule Campus Wien library has no copy of the media or if it is not available at any other library within the city of Vienna.

## Fees

The library of the University of Applied Sciences Hochschule Campus Wien assumes the procurement, whereby the user will be charged a flat rate of 3 euros per book per domestic order. This fee is also required if the person placing the order does not make use of the shipped or provided media.

## Loan Periods

The loan periods depend on the provisions of the lending libraries. The user will be notified in writing upon arrival of the requested media. After the expiry of the loan period or at the request of the lending library, the media will be returned to the lending library. An extension of this period is only possible with the consent of the lending library. The application for extension to the lending library is filed exclusively through the library of the University of Applied Sciences Hochschule Campus Wien. As a lending library, the University of Applied Sciences Hochschule Campus Wien library lends media for 31 days including postal delivery time.

In accordance with the Austrian interlibrary loan regulations, the following types of media are **excluded** from interlibrary loan:

- > Works, whose the publication or dissemination is inadmissible due to legal requirements, administrative or judicial orders, or contractually assumed obligations;
- > Works, which require special security measures for storage or conservation provisions due to their value;
- > Works, whose constant availability in the library or its respective parent institution is essential to ensure a continuity in teaching and research, use and management of the library, i.e., bibliographic or other reference works;
- > Other works which are old, valuable or hard to replace;
- > Other works which require special care (e.g. loose-leaf publications, newspapers, electronic media, etc.).

## 5 Document Delivery

If a journal article is neither available in print nor in electronic version at the University of Applied Sciences Hochschule Campus Wien library, a registered library user may order it via Document Delivery Service.

### **Fees**

The fees and conditions (copyright regulations) of the document delivery are based on the current prices of the 'Subito' Document Delivery Service. The user undertakes to meet the costs incurred upon placing the document delivery order.

### **Procedure**

Upon payment of the fees, the ordered article/s are issued as a hard copy or sent as an electronic document.

## **6 Payment Reminders**

### **Reminders**

If a media item is not returned on time, the first reminder shall be sent on the first day it is overdue. The reminders will be sent electronically at intervals of 7 days (one week). The third reminder will be sent by mail to the address given. The user is responsible for the timely return of loans in any case. Fees are due even if the user claims denies the receipt of reminder notifications.

### **Fees**

The library charges a fee of 2 euros per reminder. In addition, default charges of 0.20 euros per medium and day are due. Any user who cannot be reached will be charged for all resulting costs. The user is responsible that their address details in the library system are up-to-date. Only after receipt of all overdue loans as well as full payment of the reminder fees, new media may be borrowed.

## **7 Liability Regulations**

### **Liability of the Users**

The applicable Conditions of Use are acknowledged upon using the library services. The users must follow the instructions of the library staff and the provisions of the Conditions of Use.

Users shall be liable for damage caused to the library by failing to comply with these obligations.

The library material and all library furnishings must be treated with care. Any kind of alteration or damage is prohibited and will require replacement or compensation at the expense of the user.

The user must immediately check the condition of issued library material and report any existing damage to the library staff. If no report is made, the user must prove upon return that the library material was received in a faulty condition.

Users are liable for all consequences of the misuse of their library card, in particular for the loss of or damage to all materials borrowed on the respective library card. The library determines the type, amount and procurement of the compensation. Full compensation will be claimed for media no longer commercially available.

## **8 Infringements**

In the event of serious breaches of the Conditions of Use, loans may be denied and library use prohibited for a specified period or permanently. All obligations arising from use of the library collections remain unchanged even after exclusion from the library.