Regulations on the use of the ZHAW University Library

1 Definition and Purpose

The ZHAW University Library provides members of the Zurich University of Applied Sciences with information and literature. In addition, it is open to other interested parties. The ZHAW University Library consists of three libraries, located in Winterthur, Zurich and Wädenswil. At the Zurich site, the premises on the Toni Campus are used and operated together with the Media and Information Centre of the Zurich University of the Arts (ZHdK). On all ZHAW sites and in all ZHAW buildings, the General House Rules of the ZHAW apply.

2 Scope

These regulations apply to the ZHAW University Library at the Winterthur, Zurich and Wädenswil sites. In addition, the user regulations of the Media and Information Centre of the Zurich University of the Arts (ZHdK) apply at these premises in Zurich.

The ZHAW University Library is part of the NEBIS network of libraries and information points in Switzerland (www.nebis.ch).

3 Library use and authorisation

All persons aged 16 and over, have the right to use the library. Use of the ZHAW University Library is – with the exception of particular services – free of charge. The following user groups are defined:

- ZHAW members (students, employees)
- External users (e.g. private individuals, former ZHAW members, members of other universities)

4 Registration, user card, user account

In order to borrow media from the ZHAW University Library, it is necessary to register. This can be done using the online form on the NEBIS homepage www.nebis.ch.

Registration is carried out automatically for members of the ZHAW if they have agreed to this procedure initially.

In order to activate the user account, a valid official document (ID, passport, driving licence, foreigner’s residency permit) or a valid ZHAW CampusCard (student and employee card) must be presented.
For loans, the following will be accepted as user cards:

- ZHAW CampusCard
- Proof of identity from another university
- The user card of the NEBIS network or of an IDS (Informationsverbund Deutschschweiz) library

The user card is non-transferable. Changes of address must be entered in the NEBIS online user account by the user. No exchange of data will take place between the ZHAW student secretariats and the University Library.

Library employees are entitled to check the card/right to use the ZHAW-UL at any time.

4.1 Loss of the CampusCard

Members of the ZHAW who are registered with a ZHAW library as their home library must report any loss of the CampusCard to the ZHAW University Library immediately. This information will then be passed on to the ZHAW Service Desk. If the Service Desk is informed first, then the University Library must also be notified by the user.

Members of the ZHAW who are not registered with a ZHAW library as their home library must report any loss of the CampusCard to the Service-Desk and, at the same time, to their home library too.

The user is liable for all damages caused by the loss of the card.

5 Data collection and data use

On registration, the following data is saved electronically within the NEBIS network: family name, first name, date of birth, address, telephone number, e-mail address, matriculation/personnel number, user group. The data will also be used within the IDS (Informationsverbund Deutschschweiz) for registration purposes.

The user number and the corresponding password can also be used for ordering, reserving and loaning books in all IDS libraries. The user account gives information at any time about data that has been saved.

The cantonal data protection regulations apply.

6 Loan regulations

In principle, all media in the ZHAW University Library can be borrowed. Certain items can only be used in the library itself and are marked “Präsenzbestand” (non-circulating items) accordingly. There may be particular loan regulations for individual items or media groups.

All borrowed items must be treated with care, protected from damage and returned in an undamaged state. Marks or comments of any kind are considered to be damage. (See liability and replacement).
A valid user document is required for any loan.

Third parties may pick up media at a staffed check-out desk only if they are in possession of the corresponding power of proxy (→ proxy form).

7 Provision of media

Media can be reserved through the NEBIS catalogue and then collected. Any media that has been made ready for collection must then actually be collected within 7 days. Any media not collected will be placed back on the shelves or returned to the library that has provided it. A charge may be made if media is reserved and then not collected.

8 Postal provision / Interlibrary loans

Media can be reserved free of charge from NEBIS libraries through the NEBIS loan network and will be sent to the home library given in the user account. ZHAW members have the right to use the Winterthur and Wädenswil site as their home library.

The ZHAW University Library will send media from its own collection by post and will obtain media and copies from the collections of other, both Swiss and foreign, libraries, for a fee (see Appendix).

For both the loaning and use of media through interlibrary loans, the user regulations of the library providing the media apply.

9 Loan periods and extensions

The loan period for media from the ZHAW University Library is usually 28 days. The exact loan periods can be seen in the online catalogue. Non-circulating items (“Präsenzbestand”) cannot be borrowed.

As long as the borrowed media has not been requested by another user, an automatic extension period will be granted at the end of the first and second loan periods.

At the end of the automatic extension periods, the loan period may then be extended another three times using the online user account. If a further loan of the media is desired, the media must be returned after the end of the maximum possible loan period and then borrowed again.

Media can be reserved by other users at any time. In this case, the media is recalled when the loan period has expired.

Loan extensions must be checked in the user account. No correspondence will be conducted on this subject.

Media must be returned before long absences (military service, holidays, stays abroad, etc.).

10 Returns

Items borrowed from the NEBIS loan network may be returned to the libraries concerned, or sent by post. The sender is liable for any media returned by post.
Borrowed items must be returned by the due date. The date of the return is considered to be the date on which the borrowed items are effectively booked in as returned.

11 Overdue reminders

If the loan period is exceeded or if media is requested by another user, reminders or recalls will be sent by post or e-mail and the following fees charged:

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<th>Reminder / Recall</th>
<th>See Appendix</th>
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<td>1st reminder after 10 working days</td>
<td>See Appendix</td>
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<tr>
<td>2nd reminder after a further 10 working days</td>
<td>See Appendix</td>
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<tr>
<td>3rd reminder after a further 10 working days</td>
<td>See Appendix</td>
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Third reminders are sent by registered post. The user account will be blocked automatically. If the media is not returned after the stated period, the replacement procedure will commence. All costs that ensue will be charged to the user.

Non-receipt of communications is not accepted as a reason for late returns. The position as regards loans must be checked regularly in the user account.

Overdue fees are billed to the user by the fee office at the ETH Library, Zurich.

12 Liability in the case of loss or damage

The user must check the state of the media to be borrowed when he/she receives it and must report any damage or missing content (CDs, slides, maps, etc.) immediately. If no such report is made, then it is assumed that the media was in good condition at the time of the loan. The last user is liable for damage.

If an item is lost, it will be replaced at the expense of the user.

A replacement copy or another work of equal value will essentially be obtained by the ZHAW University Library and charged accordingly.

The user will be billed for any costs for repairs or replacement and will also be charged a processing fee (see Appendix).

13 Exclusion from use

Instructions given by the library staff must be followed. Repeated or serious violations of the ZHAW University Library Regulations or of instructions issued by the library staff may result in the user being excluded from access to the library by the President or the Managing Director.

14 Copyright and further reproduction of library media

All media (print and online) made available by the ZHAW University Library is subject to copyright and licensing regulations. Library users are required to abide by these regulations. The University Library accepts no liability for any violations by users. (See also additional regulations regarding UL IT-use.)
15 Fees

Charges and fees are given in the Appendix.

16 Final provisions

These regulations enter into force on 01.03.2015.

Disclaimer

This is a non-binding, unofficial translation of the original German version “Reglement zur Nutzung der ZHAW Hochschulbibliothek”. It was prepared with all due care but the Zurich University of Applied Sciences takes no responsibility for any remaining omissions and/or mistakes. The legally binding document is the original German version, which shall prevail in any case of doubt or differences of interpretation. Please note that English is not an official language of the Swiss Confederation or the Canton of Zurich. This document is provided for information purposes only and has no legal force.

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Appendix: ZHAW University Library fees and charges

17.1 Overdue fees (according to NEBIS)
- Reminder / Recall (1 day after expiry of loan period) Fr. 0.00
- 1st reminder (10 days after the reminder/recall) Fr. 10.00
- 2nd reminder (10 days after 1st reminder) Fr. 10.00
- 3rd reminder (10 days after 2nd reminder) Fr. 15.00

17.2 Replacement costs
- Media/item costs
- Processing fee (per item) Fr. 40.00

17.3 Fees for interlibrary loans/provision of copies
- Postal costs per item (acc. to Schedule of Fees of NEBIS libraries) Fr. 12.00
- Interlibrary loans per item (e.g. books, audiovisual media)
  - from CH Fr. 15.00
  - from Europe (not including GB) Fr. 25.00
  - from GB Fr. 45.00

17.4 Provision of copies
- Price category 1 (Inland, Subito; for 20 pages, each further page Fr. 0.20) Fr. 12.00
- Price category 2 (Foreign, E-Only; for 20 pages, each further page Fr. 0.50) Fr. 25.00
- Price category 3 (ZHAW School orders, special orders) Effective costs

17.5 Fees for scanning and copying
- Scan to stick (self-service) Free
- Copying (ZHAW members, acc. to rates in ‘Tarifblatt Copy Center’) Copy Center rates

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1 Services that are subject to fees are only available to registered NEBIS users. The fees are charged directly to the NEBIS account. All statements regarding NEBIS also apply to the IDS.
2 These costs are also incurred when replacement is not possible.
3 The "interlibrary loans/provision of copies" service is only available to members of the ZHAW (students, employees). The Web-Form must be used to order an item. Any enquiries regarding the provision of media and documents that are not made using the Web-Form will not be implemented.