



## Regulations on the use of the ZHAW University Library

### “University Library terms of use”

#### 1. Definition and purpose

The ZHAW University Library is a publicly accessible academic library that provides members of the Zurich University of Applied Sciences with information and literature. The ZHAW University Library consists of several libraries at the various ZHAW locations. 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). The [General House Rules](#) of the ZHAW apply at all ZHAW sites and in all ZHAW buildings. The ZHAW reserves the right to draw up additional or separate regulations. Instructions given by staff must be followed.

#### 2. Applicability

These regulations apply to the ZHAW University Library at its various sites. In addition, the [user regulations of the Media and Information Centre of the Zurich University of the Arts \(ZHdK\)](#) apply at its premises in Zurich.

The ZHAW University Library is part of the Swiss Library Service Platform (SLSP).

#### 3. Library use and authorisation

As a general principle, the use of the library is open to the general public. With the exception of certain services, use of the ZHAW University Library is free of charge.

The following user groups are defined by the ZHAW University Library:

- ZHAW staff and students (with a valid SWITCH edu-ID affiliation)
- external users

#### 4. Registration, library card and library account

In order to borrow media from the ZHAW University Library, it is necessary to register your SWITCH edu-ID account with swisscovery. Library users only have to register once to link their SWITCH edu-ID account with SLSP.

For loans, the following will be accepted as library cards:

- ZHAW CampusCard
- Proof of identity from another university
- SLSP library card
- Library card of the previous NEBIS/IDS network
- Valid, official proof of identity

Changes of address must be entered into the SWITCH edu-ID account by the library user. Library users are also responsible for ensuring that their master data is kept up-to-date (see [SLSP General Privacy Statement](#)). Data is not automatically exchanged between the ZHAW and SWITCH edu-ID.

ZHAW staff and students must report a loss of their CampusCard in the Self-Service portal. Until the CampusCard is blocked, the owner of the CampusCard is responsible for any library-related damages caused by the loss of the card.

## 5. Data processing

Library users provide their master data during the registration process on the SLSP platform.

The library users' master data are accessed and the borrowing data as well as data relating to administrative measures are processed to provide the services of the ZHAW University Library (e.g. when borrowing media).

Borrowing data includes information about the borrowed media, orders for copies, reservations, requests for acquisitions, fees and borrowing history.

Administrative measures include the blocking of library accounts.

In all other respects, the current version of the ZHAW [data protection](#) statement applies.

## 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 accordingly as non-circulating items ("Präsenzbestand"). There may be particular loan regulations for individual items or media groups.

A valid library card pursuant to Section 4 is required to borrow media.

Third parties may pick up media at a staffed check-out desk if they are in possession of a proxy form. In addition, ZHAW staff may submit a corresponding form for a long-term proxy.

## 7. Provision of media

Media can be reserved through the SLSP search platform 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. Any delivery fees charged are also due in the event of non-collection. A charge may be incurred if media is reserved and then not collected.

## 8. Delivery, interlibrary loans and digitisation orders

The ZHAW University Library will carry out digitisation orders (ordering copies of articles or chapters), send media from its own collection by post or obtain media and copies from the collections of other libraries, both Swiss and foreign, for a fee (see Appendix: ZHAW University Library fees and charges).

For both the loan 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 swisscovery. Non-circulating items ("Präsenzbestand") cannot be borrowed.

As long as the borrowed media has not been reserved by another library user, an automatic extension period will be granted at the end of the first loan period for up to five loan periods, after which point the media must be returned to the library. The same media can only be borrowed again by the previous library user if it is from the ZHAW library collection and only if it has not been reserved by another library user.

Media can be reserved by other library users at any time. In this case, the media is recalled when the loan period has expired. In addition, the borrowing rules and user regulations of other libraries apply to their media.

Library users must check their library accounts on a regular basis. Entries in the library account are deemed definitive. No further correspondence will be conducted on this subject. Borrowed media must be returned prior to the expiry of the loan period. Late returns will result in overdue fees. Long absences (e.g. military service, holidays, stays abroad, etc.) are not considered grounds for waiving overdue fees.

## **10. Returns**

The date of the return is considered the date on which the media is returned to the library. In principle, it is only possible to guarantee that an item has been returned by its due date if it is returned during the opening hours of the respective library. The risk of late return, damage or loss is always borne by the person whose library account the item is booked to.

The person who booked the media is liable for items returned by post.

Postage costs are borne by the person returning the media by post.

Media from the SLSP network (with the exception of the ZHAW's own collection) will only be accepted if they are ordered via SLSP courier and if written confirmation that they were ordered via SLSP courier is provided.

## **11. Overdue reminders**

Upon expiry of the loan period, the borrower automatically falls into arrears and the reminder procedure is activated. First, a recall is sent free of charge, followed by up to three reminders, each of which incurs an additional fee.

The third reminder is sent by registered post, which automatically results in the user's account being blocked.

If the media is not returned after the third reminder has been sent or the media is reported as lost, the library will commence the replacement procedure. The costs for the replacement procedure include both the costs of replacing the media and the processing costs, and they are due in addition to the overdue fees.

Non-receipt of communications is not accepted as a reason for late returns. Information about outstanding loans must be checked regularly in the user's library account.

## **12. Liability in the case of loss or damage**

ZHAW media as well as equipment and furniture must be treated with due care. Any notes or marks made in media are considered damage. Library users must check the condition and completeness of the media when borrowing it and report any existing damage without delay. If the borrower does not report any damage, this means that the media was in good condition at the time of the loan. The last library user is liable for any damage.

As a general rule, a replacement copy or another work of equal value will be obtained by the ZHAW University Library and charged accordingly.

Library users bear any repair or replacement costs incurred as well as the processing fee.

Damage caused by library users who are minors is borne by their legal representatives.



### 13. Exclusion from use

Serious or repeated violations of the ZHAW University Library Regulations may result in the library user being excluded access to the library, partly or completely and for a limited or unlimited period. Any outstanding obligations resulting from the relationship between the library user and the library remain in force even after exclusion.

### 14. Copyright and re-use of library media

The ZHAW is not liable for the consequences of the use of information, data, media and information carriers. 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 ZHAW accepts no liability for any violations by library users.

### 15. Fees

Charges and fees are given in the Appendix.

### 16. Final provisions

The amendments to these regulations shall enter into force on 07/12/2020 and shall remain in force until revoked by the issuing authority or its superior.

#### Disclaimer

This is a non-binding, unofficial translation of the original German version, "[Z RE Reglement zur Nutzung der ZHAW HSB](#)". While it was prepared with all due care, the Zurich University of Applied Sciences takes no responsibility for any remaining omissions and/or errors. 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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## 17. Appendix: ZHAW University Library fees and charges<sup>1 2</sup>

### 17.1 Fees and charges (pursuant to SLSP AG)

Any fees and costs incurred are charged by SLSP AG and must be paid to it.

The current version of the SLSP AG fee schedule applies [see <https://slsp.ch/en/fees>]. Any fees incurred will be invoiced. In the event of non-payment of invoices after three reminders, the library account will be blocked. The account can be reactivated after the fees have been paid.

### 17.2 Replacement costs<sup>3</sup>

Fees and costs for the replacement procedure are charged by the ZHAW University Library as follows:

|                           |                 |
|---------------------------|-----------------|
| Media/item costs          | Effective costs |
| Processing fee (per item) | CHF 40.00       |

### 17.3 Fees for scanning and copying

|   |                   |
|---|-------------------|
| Scan to stick (self-service)                              | Free              |
| Copying (ZHAW-internal rates in 'Tarifblatt Copy Center') | Copy Center rates |

### 17.4 Other costs

|                                 |            |
|---------------------------------|------------|
| Replacement locker or caddy key | CHF 100.00 |
|---------------------------------|------------|

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<sup>1</sup> Services that are subject to fees are only available to registered swisscovery users. The fees are charged directly to the swisscovery account.

<sup>2</sup> Services and their billing may be regulated separately for ZHAW staff and students.

<sup>3</sup> These costs are also incurred when replacement is not possible.



## 18. Issued by

### 18.1 Metadata

| Subject*               | Content                    |
|------------------------|----------------------------|
| Issued by              | Head of University Library |
| Decided by             | Managing director          |
| Subject classification | 1.04.01 Guiding documents  |
| Publication type       | Public                     |

### 18.2 Issued by

| Version | Decision        | Decided by | Validity         | Description of change  |
|---------|-----------------|------------|------------------|--|
| 1.0.0   | 16 April 2008   | MD         | 01 June 2008     | Original version 6.11.2-02OD User regulations  |
| 1.0.1   | -               | -          | -                | 23/10/2008: Editorial changes - change to process number in SFS to 6.7.2-02OD User regulations.  |
| 1.0.2   | -               | -          | -                | 31/08/2013: Formal changes - transfer to BPM   |
| 2.0.0   | 22 January 2015 | HSL        | 01 February 2015 | Revision of due to restructuring of the University Library. Merging two documents Z_OD_User regulations_HSB and Z_OD_Fees regulations_HSB into the new regulations with appendix.      |
| 2.1.0   | -               | -          | -                | 10/03/2015: Art. 6 'Complete state' deleted. New appendix: Fees for scanning and copying.  |
| 2.1.1   | -               | -          | -                | 15/09/2017: BPM layout and links updated.  |
| 2.2.0   | 25 October 2018 | MD         | 01 November 2018 | 31/07/2018: Art. 1 Addition of reference to ZHAW house rules; Art. 2 Addition of reference to Media and Information Centre user regulations; Art. 4 Addition of automatic data import. |
| 2.2.1   | -               | -          | -                | 21/11/2018: Editorial changes to Art. 17.2.  |
| 2.2.2   | -               | -          | -                | 18/01/2019: Editorial changes to Art. 6 and Art. 8.  |
| 3.0.0   | 21/01/2021      | MD         | 07/12/2020       | Revision of entire regulations due to migration from NEBIS to SLSP.  |
| 3.0.1   | -               | -          | -                | Formal changes; 12/03/2021   |
| 3.0.2   |                 |            |                  | Formal changes: Update of SLSP-Data Protection Policy Link   |