

### Joining the library

- Employee or student of Zuyd University? You can borrow for free from Zuyd Library as long as you are connected to the university.
- Are you a student? In this case your student card is also your library card.
- Are you an employee? Upgrade your employee card to library card.
- Visitor to Zuyd University pays € 10,- per year. Membership can commence at any given time
- You may be asked for proof of identity (e.g. valid student card, passport, driver's licence)

### *Lost or theft of your IHOL library card*

- Should your IHOL card be lost or stolen let us know as soon as possible. Your card will be cancelled to avoid misuse
- A new library card can be obtained from the library desk (charge € 5,- or free on presentation of a police report). A new student card can be obtained at the Enrolment Office (charge € 10,- or free on presentation of a police report).

### Borrowing

#### *General*

- Material may only be borrowed from Zuyd Library on presentation of a valid library card
- The registered borrower is responsible for all articles borrowed in his/her name

#### *Number of items which may be borrowed*

- Students: max. 8
- Employees: max. 20
- External members: max. 4

#### *Loan period*

- 3 weeks
- Some materials have limitations placed on the loan period
- Journals can be borrowed for one week. The most recent issue cannot be borrowed
- Reference books are available for inspection and cannot be borrowed

#### *Reservations and renewals*

- After the due date has passed the loan period can be renewed
- On-line loan renewal is possible ( max. 4 times )
- Renewal is not possible if the item has been reserved
- Should on-line renewal not be possible, ie due to outstanding fines, ask for assistance at the library desk
- Reserving and renewal of material is possible at the library desk, by telephone or on-line.
- Reserving material from the Zuyd Library collection is free of charge
- You will receive an e-mail when a reserved item becomes available. The item will be held for one week after which the reservation will be cancelled

#### *Inter- Library Loan (ILL)*

- Materials not available in the Zuyd Library collection may be requested via the library desk
- The charge for this service is € 5,- per book or article
- The fee must be paid in advance
- If a request cannot be fulfilled, the fee will be refunded
- You will be notified by e-mail when your ILL requested item becomes available
- The request for materials of another Zuyd Library location is free of charge

### *Reminders/Fines*

Two days before the loan period expires you will be reminded that you still have material in your possession which needs to be returned to the library as soon as possible. You will receive:

- **1e Reminder**

The loan period will expire in two days. An e-mail will be sent to your Zuyd e-mail address. The item can be returned to the library without charge or the loan period can be renewed.

- **2<sup>e</sup> Reminder**

The borrowed item is now two weeks overdue. A second e-mail will be sent. The item can still be returned or the loan period renewed, but a fine is due. The fine is € 0,10 per borrowed item per day, starting from the due date.

- **Invoice**

This will follow, by post, 4 weeks after the expiry date. The fine already due will be increased with:

- replacement costs of the material (min.€ 50,-)
- € 12,- administration fee

The borrower will also be excluded from all lending facilities until the invoice has been paid.

- **Materials with lending limitations**

On these items fines are imposed as follows:

- 1<sup>e</sup> reminder : € 2,- per item
- 2<sup>e</sup> reminder : € 5,- per item
- 3<sup>e</sup> reminder : € 9,- per item
- 4<sup>e</sup> reminder: €14,- per item

With day lending the fine increases on a daily basis

With week lending the fine increases on a weekly basis

- In the case of loss or damage of material you pay a replacement and administration fee.
- No rights can be derived from the (non)receipt of e-mail messages or letters sent by post.