Regulations

Contents

Last updated: 17/10/2018

Approved by Romain Martin: 17/10/2018

Introduction

The library is a shared space for everyone to use and enjoy, and it is therefore important that each and every library user makes an effort to maintain this positive atmosphere. These regulations provide guidance on how to adopt a considerate, respectful attitude when using the services and spaces offered by the library.

They give clear, precise guidelines on the behaviour expected of library users and outline the sanctions that may be enforced in the event of failure to comply with these rules.

By registering with the library, you indicate your acceptance of these regulations.

If a scenario not covered below gives rise to a dispute, management staff will attempt to appeal to the common sense of all parties involved. In the event of a conflict, library staff will use their discretion to interpret and apply the rules below.

1. Terms of access and registration

The library is accessible to all users without exception.

Users under the age of 14 must be accompanied by an adult.

Registration with the library is free of charge and open to members of the University and to anyone aged 16 or over and living in the Greater Region.

The library card is for personal use only and is required to borrow any items. Cards are issued on presentation of an identification document.

A valid email address is required and must be kept up to date.

Users must inform library staff immediately if they lose their card.

Registration procedures may be consulted on the library website (https://wwwen.uni.lu/library/register_and_borrow).

2. Consideration for library premises and other users

2.1 Users

Both members of the library and visitors must show consideration for other users and members of staff and may at no time adopt behaviour or an attitude that may compromise the comfort or well-being of others. Any politically or religiously motivated acts or demonstrations are prohibited.

Actions that interfere with the activities of other library users, including (but not limited to) the use of electronic devices with sound, as well as hostility, rudeness and proselytising, are prohibited.

2.2 Facilities

The library premises have been designed to allow individual and group work. Areas for relaxation are also available for users. Spaces exclusively intended for silent work are clearly indicated.

Users who disturb those working in a silent area of the library may be invited to move to another area.

Telephone conversations should only be held in the dedicated areas.

In the event of overcrowding, academic users may be given priority access to library premises.

For more information about using the library premises, see https://wwwen.uni.lu/library/your_visit.

The library makes IT equipment available for its users. Users must comply with the terms and conditions laid down by the University IT Department [currently being finalised] when using this equipment.

Users must obtain permission from the library if they wish to make audio or video recordings or take photographs which require specific installations or logistical arrangements on the premises.

It is prohibited to take photographs of people in the library without their prior agreement.

Group visits require prior permission (please send an email to askalibrarian@uni.lu or ask at the Welcome Zone) and must be accompanied by a member of staff.

Posters and advertisements may be displayed and flyers may be placed in the dedicated areas. However, library staff are at liberty to remove any material displayed in these areas.

2.3 Food and drink

For the comfort of users, food and drink are permitted on library premises, with some exceptions such as hot or smelly food and alcoholic drinks.

Food and drink may represent a potential nuisance, and all users should take the necessary measures to protect library collections, equipment and furniture and to avoid irritating other users.

Please make sure you leave the premises clean and tidy and dispose of any rubbish in the available waste and recycling bins.

Before placing any catering orders, users should ask for prior permission from the library by sending an email to askalibrarian@uni.lu.

Permission to use catering may be requested for the organisation of events such as conferences. The event organiser is responsible for ordering, paying for and receiving catering orders and for clearing and cleaning the premises afterwards.

2.4 Animals

Animals are not allowed in the library, with the exception of service animals accompanying disabled individuals.

2.5 Personal belongings

Lockers are available for visitors to the library who would like to lock their belongings away during their visit.

Inside the library, users are encouraged to keep a close eye on their personal belongings. The library may not be held liable for the loss or theft of items on its premises.

For security reasons, library staff reserve the right to open any lockers that have been left locked by a user after the library closes and to remove any items left in them; these will be kept at the Welcome Zone for a week.

Users should also make sure any large items (suitcases, scooters, etc.) are clearly labelled and do not hinder circulation in the building or block access to emergency exits.

3. Reserving work spaces in the library

Users may reserve the following spaces in the library:

- Training rooms (2)
- Learning hubs (2)
- Group work spaces (closed or open) (14)
- Individual work spaces (CUBEs) (39)

Students and staff members can reserve these spaces themselves via the tablet at the entrance to the space or on the website llcreservation.uni.lu.

External users may also reserve spaces in an individual capacity; they should speak to library staff to make any reservation requests.

The following conditions apply when reserving spaces in the library:

- Users must be registered with the library;
- All users are considered equal: students, staff and external users. No priority is given to University staff;
- Only one reservation may be made by a user at any one time, except if necessary for the needs of the library;
- Repeat reservations are not permitted;
- Any damage to equipment made available by the library will result in the individual concerned being refused access to the reservation system (for a period decided at the discretion of library staff);
- Failure to honour a reservation on three occasions will result in the user being refused reservation privileges for one week;
- If necessary, the library reserves the right to cancel reservations after first consulting with the user.

The meeting room on the first floor of the ellipse in the entrance is managed by the Fonds Belval.

4. Using and borrowing items and equipment

3.1 Lending procedures/terms and conditions

Details of lending periods, terms and conditions and fines for overdue loans can be found on the website https://wwwen.uni.lu/library/register_and_borrow/library_loans.

Users are responsible for familiarising themselves with this information and making sure they comply with it.

	External users	Internal users (University students and staff)		
Maximum number of items that can be borrowed	10	Unlimited		1
Lending period	14 days Renewable twice	**Books*** 3 months Renewable once	**Items other than books** 14 days Renewable twice	**Laptops** During the day Not renewable

* If a book is reserved by someone else, the due date will be adjusted. You will be notified via email and you will have 7 days to return the item.

If a borrowed item is lost or returned damaged or excessively late, the user will be obliged to pay a fine covering the cost of replacing the item.

The user's account will remain suspended until the fine has been paid.

The library also reserves the right to contact the Student Department (SEVE) to suspend the administrative record of any students that have not returned items on loan before they graduate.

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3.2 Borrowing equipment

Details of the general terms for using the laptop lending service are available on the website https://wwwen.uni.lu/library/services/borrowing_laptops.

- Laptops can be borrowed for only one day. Laptops must be returned at least 15 minutes before the library closes.
- Laptops can only be returned to the machine.
- The loan of a laptop is strictly personal and cannot be requested for another person.
- Laptops can be taken outside the library (carry cases and chargers are available on request from the Welcome Zone).
- The library is not responsible for saving the user's data.
- The borrower must inform the Welcome Zone staff immediately of any damage or technical problems with the computer.
- If the laptop is overdue, lost, stolen or damaged, financial and/or administrative sanctions will be imposed.

5. Electronic collections, copyright and reproduction policy

The use of electronic resources, including copying, printing and digitisation, is subject to Luxembourg legislation on copyright (the Act of 18 April 2001) and to these regulations. Unless otherwise specified, content may only be used for personal, educational or academic purposes. Systematically downloading and/or distributing content to non-authorised third parties is prohibited.

6. Security

Users are allowed on library premises during opening hours. Any individuals wishing to use the premises outside opening hours must request prior permission by sending an email to askalibrarian@uni.lu.

Security and evacuation instructions issued by members of staff and security officers must be observed, including immediate evacuation in the event of a fire alarm. All emergency exits must be kept clear at all times.

Any lost property found in the library is kept for a week at the Welcome Zone before being sent to the Security Control Centre (*PC sécurité*) in the Maison du Savoir.

All books and the contents of bags must be shown to library staff and security officers on request.

The building is under CCTV surveillance.

7. Penalties

Any users who fail to comply with regulations may be asked to show ID or leave the premises and may be refused access to the library for a period determined by library staff.

In the event of any attempted theft or wilful damage to equipment, a report will be drawn up by the security officer and disciplinary action will be taken by the University; criminal charges may also be brought if necessary.

Any failure to comply with these regulations is subject to sanctions.

8. Personal data protection

Personal data is processed as needed to manage the registration and accounts of library users. To register with the library, users must supply the following information and documents: last name, first name, date of birth, address, email address, copy of an identity document (this last item only applies to external users). This information ("personal data") is needed to approve the registration process and set up a personal user account. A printed copy of the registration form is kept in the library archives. The copy of the ID document is kept for one month, then destroyed.

The membership period starts when a user registers with the library and lasts one year for external users, one semester for students and three years for University staff, with the possibility of extending this period. Personal user data is automatically deleted 24 months after the user's library membership has expired. An anonymised record of loans is kept by the library for statistical purposes.

Personal data are saved in the shared user directory within the integrated management system for the bibnet.lu Luxembourg library network (the "shared user directory"), which is shared by all libraries in the network (*). The login and password are shared by all libraries in the bibnet.lu network. Personal data may be processed by a limited number of people, who have been duly authorised and trained, for the reasons outlined below.

Personal data are collected and processed for the following purposes:

- Registration with the library (and with the National Library for members of the University) and updating user account details;
- Reserving items to borrow or consult at the library, reproducing documents;
- Contacting users concerning reservations, loans and overdue items;
- Using IT tools provided by the library;
- Accessing and consulting online resources made available by the library (for members of the University community only);
- Generating anonymised statistics to improve the services offered by the library;
- Managing requests to access, rectify and oppose personal data and the exercise of other rights concerning personal data, as well as other rights outlined on the University website (these may be consulted at https://wwwen.uni.lu/university/data_protection/your_rights). You may exercise your rights by following the procedure indicated on the "Data Protection" pages of the uni.lu website or contact the library by email (askalibrarian@uni.lu) or by post: Luxembourg Learning Centre / Belval Campus / 10, place de l'Académie / L-4360 Esch-sur-Alzette. The University's Data Protection Officer will be informed of your request and will contact the Luxembourg National Library (BnL) if necessary.

The University library, under the aegis of the University of Luxembourg, jointly with the Director of the BnL and under the authority of the Minister responsible for Culture, is the Data Controller, together with all the other libraries in the bibnet.lu network, under the terms of the General Data Protection Regulation (EU) 2016/679 of 27 April 2016.

Users have the right to access and rectify personal data concerning them. Any changes to personal data may be made directly at the library Welcome Zone or online via your user account on the website http://www.a-z.lu.

Users may also withdraw their consent for their data to be included in the shared user directory maintained by the bibnet.lu network, oppose the processing of their personal data, and request the erasure, restriction of processing and portability of their personal data. Users may make a complaint to a supervisory authority such as the National Commission for Data Protection (CNPD) in the event of failure to comply with the applicable rules concerning personal data protection.

In some cases provided by Regulation (EU) 2016/679, the library may oppose these rights. The erasure of personal data will result in the loss of access to the loan service and the library IT services.

(*) list of member libraries in the bibnet.lu network (http://www.bibnet.lu/blog/?page_id=5255)

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