

# LIBRARY REGULATIONS

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## § 1 General

- 1) The library is a central organization unit, which supports the academic areas of research, teaching and study at FHWien der WKW.
- 2) All media (books, newspapers, audio-visual media, e-resources etc.), that have been added to the library system and are identifiable as such make up the library inventory.
- 3) The main functions of the library and the library staff include
  - a. The procurement, indexing and preparation of required literature
  - b. Securing and maintaining stocks
  - c. User support
- 4) The library regulations govern the use of all media, as well as the rights and obligations of the users and the library staff.
- 5) In addition to the library regulations, the IT user regulations also apply in the library.
- 6) By using the library, you are accepting the library regulations.
- 7) The library collects and processes personal data in so far as necessary for the lawful fulfilment of its duties. As a rule, the following data is collected:
  - a. Contact details: name, address, date of birth, gender, e-mail address, user number, authorization expiration date, change date, user status and type, username and password for the library account.
  - b. Borrowing dates: loan date, return date, number of active loans, date of loan extensions, return date, pre-booking and orders with date, date of creation and amount of money owed, replacement services and expenses, blocking note(s), number of current reminders, library ban.
- 8) The library uses this information to fulfill its tasks of electronic data processing, which is why personal information as well as information about what library users have borrowed are stored electronically. This data will be treated in accordance with the provisions of the Data Protection Act.
- 9) The data of those users who have not been active for more than three years will be deleted if a longer retention period is not required for special reasons.

## § 2 Approval of Use

- 1) The library is an academic library and is not accessible to the public.
- 2) All students, teachers and staff at FHWien der WKW who have a valid campus card are entitled to use the library.

The following groups of people are also entitled to use the library after registering with the library staff

  - a. All active Alumni&Co members at FHWien der WKW
  - b. All members of staff working at the Vienna Economic Chamber (please register with the library staff)
- 3) Admission to the library:
  - a. Students/staff/external lecturers at FHWien der WKW

Students are able to use the library from the time of inscription. Staff and external lecturers can use the library from the beginning of their employment. For active FHWien der WKW members, the CampusCard is also valid as library identification. The FHWien email addresses will be used to communicate with students, staff and external lecturers.
  - b. Active members of Alumni&Co

Members of Alumni&Co will be registered by Alumni&Co. Access to the library systems will be provided by the library staff. The FHWien email addresses will be used to communicate with active Alumni&Co members.

- c. Employees of the Vienna Economic Chamber (WKW, WIFI Wien, Hernstein Institut). Members of the Vienna Economic Chamber must be able to prove this and provide a membership card or a photo ID. Furthermore, these are not recorded in the library system automatically, but are recorded by the library personnel in the system manually; a valid Meldezettel (not older than 2 years) is also required. The library card is valid for one year from the date of issue and must be extended by the library staff each year personally (cost € 5.00/year).
- 4) External persons have no specific entitlement to use the library. The library team can however decide to admit external persons. These persons must register at least two working days in advance. In extenuating circumstances, the decision can be made on the spot. Any permission granted to use the library is valid until revoked.
- 5) The campus card/library card/guest card may not be passed on to others; furthermore, it is not allowed to open the turnstile for others. In the event of an infringement, the card owner may be denied access to the library and the borrowing of media permanently.
- 6) If you lose your library card/guest card you should inform the library immediately!
- 7) In the case of violations of the library regulations, the right of usage and the right to borrow inventory may be temporarily or permanently restricted or revoked by the library team.

### § 3 User Behavior and Obligations

- 1) The rules specified by the library team are designed to ensure an orderly library operation. The library team is entitled to carry out the necessary control measures to secure inventory.
- 2) Visitors are prohibited from any behavior that interferes with or hinders the running of the library. This applies in particular to food, smoking, telephone usage, listening to music and holding loud conversations. Conversations should be conducted quietly.
- 3) Entering the library with objects that pose a danger to library users, inventory or the library operation is prohibited.
- 4) Jackets, bags, backpacks, laptop bags etc. are to be stored in the designated lockers before entering the library. In the event of an infringement, when leaving the library, the library team may ask you to show them the inside of your bag.
- 5) Storing items in the lockers overnight and taking keys without using the lockers is not permitted. The contents of the lockers are emptied daily after the library closes and kept in the service area of the library. All food and drinks are thrown away. Uncollected items will be passed on to the Service Point after two working days. The objects are then passed on to the lost and found office.
- 6) In case of the loss of a locker key, you must pay for a replacement lock and key.
- 7) If a guest card or a library identification is lost, a fee of €10.00 is charged to replace it.
- 8) The library inventory must be treated extremely carefully. Underlining words and passages and writing in print media as well as any kind of alteration or damage (page folding or removing etc.) is prohibited.
- 9) The condition of library inventory is to be checked before use by the user and any damage is to be reported immediately to the library personnel. In this way, the user can prove that he/she has already found the library inventory in a faulty condition, meaning that they will not have to pay the costs to replace it.
- 10) The user is liable for losses and damages of all media, guest cards, library identification or locker keys that have been borrowed in his/her name or used by him/her.
- 11) If something is lost or damaged, it is at the discretion of the library team whether and in what form the medium is to be replaced. The cost of a replacement or repair will be borne by the user. The type and cost of the replacement will be determined by the library. If the media is no longer commercially available, the full replacement value must be paid

12) Photography, film and sound recordings of all kinds in the library require the approval of the library team.

## § 4 Opening Times

- 1) Opening hours are announced on the door, on the website [www.fh-wien.ac.at](http://www.fh-wien.ac.at) and on Moodle, and can be modified by the head of the library.
- 2) The library is closed on Sundays and public holidays as well as on the 24th and 31st December.

## § 5 Borrowing Media

- 1) Media can be borrowed at the library desk by the library team during the opening hours. To borrow media you must provide a valid campus card or a library ID. Media will not be sent by post or by WKW's postal service.
- 2) Loans can only be applied personally by the library team
- 3) In order to be able to define borrowing and the associated rights and obligations of users, borrowers are divided into four groups:

Group 1	Students at FHWien der WKW & active Alumni&Co members
Group 2	Employees/members of staff at FHWien der WKW
Group 3	External teaching staff at FHWien der WKW
Group 4	Employees/members of staff from the Vienna Economic Chamber

- 4) Persons in groups 1 to 4 have the right to borrow media provided that this right has not been restricted by the library team due to a violation of the rules. Students at FHWien der WKW, who are also employees of FHWien der WKW, are counted in group 1.
- 5) The library can request a medium before the end of the loan period in special cases.
- 6) Users are responsible for the books they have borrowed.
- 7) Removing books or other mediums from the library is prohibited for all persons irrespective of the duration, both during and outside of the opening hours!

## § 6 Loan Periods and Extensions

- 1) The loan period and the number of mediums which can be borrowed is determined by the status of the users as follows (See groups above §5 para. 3):

Group	Borrowing	Duration	Number of books	Maximum loan period
Group 1	Books that may be borrowed	2 weeks	15 units	8 weeks
Group 2	Books that may be borrowed (in exceptional cases also restricted books)	12 weeks	50 units	1 year
Group 3	Books that may be borrowed	2 weeks	15 units	8 weeks
Group 4	Books that may be borrowed	2 weeks	15 units	8 weeks

- 2) An extension of the loan period by a user is possible, provided that there is no other reservation for the medium or any other reasons that necessitate the return of the medium. The library may request to see the book in the library before extending the loan period. At the end of the loan period, an extension is no longer possible and the medium must be returned.
- 3) The library team may, in individual cases, for compelling reasons, fix a shortening of the period or prohibit a further extension of the period (e.g. inventory, repair, maintenance, etc.).
- 4) Permanent loans are not allowed for groups 1, 3, 4. Group 2 is entitled to borrow literature, subject to availability, for their ongoing activity for at least 1 year.
- 5) Any non-availability, due to any circumstances (i.e. e-mail address change, forwarding of the e-mail to another mail account, full mailbox) is at the expense of the user.
- 6) Shortly before the end of the period, the user will receive an automated reminder by e-mail from the library in order to avoid fines as much as possible. This reminder mail is a voluntary, non-binding service of the library and does not exempt users from the obligation to monitor the return dates of borrowed media. The library does not guarantee the (timely) delivery of the automated reminders. If this communication does not reach the user due to technical problems or other reasons, no legal claim can be derived due to going over the loan period and being required to pay a late fee.
- 7) During the times when the library is closed no e-mails (reminders and late fee reminder letters) will be sent.

## § 7 Returning Media

- 1) The media must be returned unsolicited at the latest by the end of the loan period. If a medium cannot be returned by the return deadline, the loan period must be extended in good time using the borrowing function in the online catalogue or by contacting the library team directly.
- 2) Returning media can only take place within the library's opening hours.
- 3) The library management has the right to order the return of individual or all of its works for compelling reasons (e.g. for carrying out an inventory, etc.).
- 4) Before students receive their graduation certificate, or leave the program, or before employees at FHWien der WKW terminate their service relationship, they have to return all the media they have borrowed from the library and settle any open late fees. The library will then confirm that they have done this.

## § 8 Late Fees

- 1) In case of an overrun of the loan period, the media will be reclaimed by means of written reminders by e-mail for a fee. Any non-availability, whatever the circumstances, will be borne by the borrower
- 2) The first reminder letter is sent on the first day after the loan period is exceeded, two additional dunning letters are then sent within the next two weeks. It is expressly stated that the costs will be incurred even if a written reminder is not sent or received.
- 3) The following fees are charged to users for exceeding the loan period:

€ 2.00	Per reminder letter
€ 0.20	Per day and medium

- 4) If not returned after three reminders, the medium is repurchased, the user is charged and the user is deprived of the authorization for the use of the library until payment of the payments is made. The

student's head of program will be informed of the circumstances. Furthermore, a law firm will be instructed to obtain the purchase price from the offending person concerned. The resulting costs of the debt will be borne by the offending person.

- 5) For as long as the request for return is not met or open fees are not paid, the person concerned is excluded from further loans or renewals.

## § 9 Copyright

Users should refer to the provisions of the Copyright Act or the relevant license terms for the use of all media from the stock of the library at FHWien der WKW. The use of freely accessible resources from the Internet is subject to applicable legal regulations. In the library, multi-function machines are available to users. Copying whole books and newspaper is not permitted. Copying audiovisual media is prohibited. In the event of duplication of excerpts from the media in the library, users are responsible for complying with any existing copyright regulations. Users are obligated to comply with the relevant legal provisions, in particular the Copyright Act, license agreements and usage restrictions when using the electronic resources and programs provided by the library. If the FHWien der WKW is accused of a violation of rights of third parties caused by users, the user is responsible for all costs and damages resulting therefrom and must indemnify the library and FHWien der WKW.

## § 10 Electronic Resources

- 1) The electronic resources (databases, e-books, e-journals, etc.) at FHWien der WKW can be used within the entire campus area either on the student PCs or on private laptops/notebooks via WLAN. Users are obligated to abide by the special conditions of use that are agreed in the respective license agreements.
- 2) Access to licensed full texts and all other data is only permitted to members (students, teachers and employees) of FHWien der WKW.
- 3) The electronic articles and books may only be printed or stored for use for study, teaching and research.
- 4) Systematic printing or saving of articles, complete books, in particular by robots, is prohibited.
- 5) Articles or chapters may not be passed on to third parties electronically or in printed form.
- 6) Provision of electronic resources:
  - a. Users are obligated to comply with relevant legal provisions, in particular the Copyright Act, license agreements and usage restrictions when using the electronic resources and programs provided by the library. If FHWien der WKW is accused of a violation of rights of third parties caused by users, the user has to replace all costs and damages payments resulting therefrom.
  - b. Passwords that are received in connection with research in the library's electronic resources are to be kept secret and not to be passed on to other persons.

## § 11 Resources that Cannot be Borrowed

- 1) Resources that cannot be borrowed are marked by a red mark and the note "not to be loaned".
- 2) These belong to the library are exempt from being borrowed and may only be used in the library. This includes in particular reference works, loose collections, newspapers, magazines, teaching and compulsory literature as well as valuable media and media that is difficult to come by.

## § 12 Data protection

- 1) The handling of personal data is disclosed separately in FHWien der WKW's data protection declaration.

## § 13 Research places

- 1) The PCs for general use and other technical equipment in the library may only be used for academic research, teaching and educational purposes. The provisions of the IT User regulations at FHWien der WKW are valid in the current version for people using the computers. Violations of the IT User regulations may lead to a permanent exclusion from the library and will be reported to the executive management at FHWien der WKW. This may lead to the user's exclusion from the study or the termination of the service relationship.
- 2) The user assumes full legal responsibility for the use of these technical devices (e.g. conform to copyright law, information law or criminal law).
- 3) Depending on available places, a time limitation for the use of the technical equipment can be provided.

## § 14 Violation of the Library Regulations

- 1) Every violation of the library regulations may result in a written warning, whereby e-mails also counts as written communication.
- 2) Medium violations (such as noisy, disturbing behavior, carrying/consumption of food in the library etc.) can be punished with a revocation of the authorization for use for a period of two weeks. In addition, the library team can make a personal warning. In the event of a recurrence, the usage authorization can be denied for four weeks.
- 3) Serious violations (such as deliberate circumvention of media accounting, overdue fees, willful or grossly negligent damage) may lead to the permanent exclusion of the library. The Head of Study Program at FHWien der WKW will be informed of such violations. This may lead to the user's exclusion from their program or termination of the service relationship. All obligations arising from library usage remain even after you graduate.

## § 15 Library Liability

- 1) Neither the library nor its owner are liable for the loss or damage of objects brought into the library. For objects lost from existing storage facilities, the library or its owner shall only be liable if the library is shown to be grossly at fault. There is no liability for money, valuables and precious goods.
- 2) The library or its owner are not liable for damage caused by incorrect, incomplete or delayed library services. The same applies to damage caused by the usage of data carriers, databases or electronic networks.

## § 16 When the Library Regulations Come into Effect

- 1) This version of the library regulations comes into effect on September 1, 2019.
- 2) It supersedes all previous library regulations.
- 3) A copy is located in the library and it is also accessible via the FHWien der WKW website [www.fh-wien.ac.at](http://www.fh-wien.ac.at).
- 4) Changes to the library regulations may only be made in written form and must be immediately brought to the attention of all users.