

Library regulations

Your UMCARD is your ID to borrow items from the University library

- You can only access the library with a **valid** UMCARD (information about requesting a UMCARD: [access, library card and membership](#))
- These regulations immediately apply on activation of your UMCARD. A student UMCARD is automatically activated for library use. Other users need to activate their UMCARD at the library [information desk](#)
- As a UMCARD owner you remain responsible for its use or abuse, even by others. To prevent unauthorised use, report the loss of your UMCARD to the [information desk](#) of the library as soon as possible. Your account will then be blocked. UM Employees and UM students can request a new UMCARD via [lost UMCARD](#). Other users can buy a replacement card at the [information desk](#).
- By using your UMCARD you agree to accept the library regulations of the Maastricht University Library and are bound by them.

Personal data

The [Students Services Centre \(SSC\)](#) supplies UM students' personal data needed for library registration (incl. e-mail addresses) to the library. Other library users (incl. UM/azM/OU/AVM employees) need to supply their personal data (e.g. name, address) when registering at the [information desk](#).

Personal data are necessary for membership records, loan, and financial administration. The library will contact its users via e-mail.

Need to modify your personal data?

If you are a student and you would like to change your personal data, you must do so at the [SSC](#).

Other library users need to contact the library [information desk](#).

Employees also need to report any changes in contract (expiration date or unit details) to keep the library registration up to date.

Please inform the library of your personal data changes as soon as possible. If you don't inform the library in time you have to accept that consequences might follow.

What about your privacy?

The library is responsible for protecting the personal data of its members in accordance with the rules and conditions stated in the Dutch Privacy Protection Act.

The library will not give access of your personal data to third parties. However the library is allowed to make an exception to this rule, on legal basis for police force and judicial authorities.

USE OF THE LIBRARY

Do you want to borrow books¹?

- The maximum number of books you can borrow depends on your membership. UM students can borrow up to 40 books
- You need to register all books you want to borrow using the Self lending machine, before you leave the building. If you fail to do so this will be considered as theft. This might have consequences for your membership
- You are not allowed to pass borrowed books on to someone else
- The maximum loan period for books is 4 weeks

Do you want to renew your loans?

- Renewing the loan period of your books is not possible if these books have been reserved by another user or if you owe the library money. Renewing can be done 24/7 online (up to 10 times per item), or during the desk's opening hours at the [information desk](#)

Do you want to return your borrowed books?

- Return your books before the loan period expires
- You can return books during opening hours in the "book return box" or at the [information desk](#)
- If you use the book return box to return your books, you do so at your own risk, you do not receive a return receipt. If you want a return receipt, you need to bring your books to the [information desk](#) during the desk's opening hours

Did you return your books too late?

You are responsible for bringing back your borrowed books on time. Under all circumstances borrowed books remain the property of the library. Once the due date has passed you will be charged for each item. You will find a specification of the costs below.

¹ Books can also be other available items in the collection (e.g. books, journals)

The library sends messages by e-mail, using the UM-email address for students and employees.

- The library sends you the following messages:
 - Reminder expiring loan period
5 days before the due date. If there is no reservation on the book and if you do not owe the library any money, you can [renew](#) your loans
 - 1st reminder
Immediately after the loan period expires. If there is no reservation on the book and if you do not owe the library any money, you can still [renew](#) your loans
 - 2nd reminder
2 weeks after the expiration date. A fee of 5 euro per book will be imposed. Your UMCARD will be blocked for library use until the books are returned and you have paid the fee.
 - 3rd reminder
One month after the expiration date. A fee of 10 euro per book will be imposed. Your UMCARD will still be blocked for library use until the books are returned and you have paid the fee.
 - Last reminder
Two months after the expiration date. A fee of 10 euro per book and an extra fee of 50 euro per book.

If you return the book within 1 month after receiving the last reminder the fee of 50 euros per book will be waived. A different fee will be charged for the books from the Special Collection. The library curator will decide on these cases.

- You didn't receive reminders but you still have fees?
Sending reminders is a service provided by the library. No rights may be derived from not receiving a reminder.

Damaged or lost books

You will be held liable for any damage or loss of the books you borrowed. Damages consist of:

- Making notes or underlining passages in books
- Folding of pages
- Ripping pages etc.

Please contact the [information desk](#) as soon as possible in case of loss or damage of books. Library staff will decide on replacement or repair costs.

Do you have a question, problem, compliment or complaint?

- Use [Ask your librarian](#) to contact the information centre manager to pose your questions, problems, compliments or complaints. You may expect an answer within 2 weeks.

Other provisions

- The managing director (or their representative) is entitled to suspend your access (temporarily) to the library and its services. You will receive a registered letter
- Circumstances in which these library regulations do not foresee will be decided by the managing director or their representative.

Approved by the managing director of the University Library on 1 September 2016

