

## PL-LIBRARY-04: Circulation Policy

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### Who Should Know This Policy

- Qatar University Administration
- Academic and Administrative Units
- Director of Library
- Head of Public Services
- System Administrator
- Circulation Librarians
- Library Users

### Ownership

The Head of Public Services Section within Qatar University Library is responsible for ensuring that this document is necessary and that it directs actual practice.

### Purpose

The purpose of this policy is to clearly identify and specify the borrowing and usage privileges of QU library users.



## 1. Definitions

- Library User: Any person authorized to use the QU Library
- Library Item: Material owned by the library capable of being borrowed by a library user.
- User Record: the personal information of each individual library user
- Special Materials: Library items that are not part of the general circulating collection.
- Loan Period: the length of time different types of library users may borrow print books
- Maximum Number Borrowed Items: number of items single library user may borrow at the same time.
- Alumni: former QU students.
- Parents: parents of current QU students.
- Visitor: individual with no connection to QU.
- Renewal: Process for extending the loan period of a borrowed item
- Hold: a request by a user to be the next borrower when an item is returned
- Recall: request to current borrower to return an item
- Fines: charge to library user for items borrowed exceeding the length of loan period without renewal.
- Notices: Communication from the library to library users
- Lost Item: Library item declared missing, either by declaration of a library user or non-return after end of borrowing period
- Rare or Out-of-Print Books: Library item that cannot be replaced through ordinary ordering methods. These items are often expensive

- Damaged Item: Library item returned in a condition that reduces or ends its usability.
- Return Claim: Process for library user declares he or she returned an item declared overdue or lost.
- Clearance: Process for a QU library user that ensures there are no items borrowed on the user's record.

## 2. Library Users

- Library Users are grouped as follows:
  - a. All QU registered students from various colleges, departments and programs are the primary users of the library.
  - b. All QU full time, part time, visiting faculty members are also library users.
  - c. All QU non-academic staff are library users as well guests.
  - d. Researchers and students from other institutions can use library facilities based on MOUs agreed upon by QU and their respective institutions.
  - e. Library visitors from outside QU.
  - f. QU alumni in coordination with their QU Alumni Office.
  - g. QU students' parents in coordination with their administrative unit.

## 3. User Record

- Users must present their QU's ID or their institutions ID for all library transactions.
- A users record for Library visitors will be created based on their ID and conditions agreed upon by QU and their institutions.

## 4. Borrowing of Special Materials

- Audio-Visual materials
  - a. CDs accompanying books can be checked out under the same conditions of the book.
  - b. Two (2) CDs and/or DVDs non accompanying books can be checked out for three (3) days by Academic staff only.
  - c. Reference materials, maps, periodicals, manuscripts, microfilm, microfiche, theses and dissertations cannot be checked out by any of the above mentioned categories. They can be consulted within the Library premises.
- Reserve Books
  - a. Students in the course for which a book is reserved can borrow the book to use in the Library premises.

## 5. Loan Period

- The loan period for books is counted in normal business days excluding University and national holidays based on the academic calendar. The loan period is as follows:
  - a. 90 days for Academic staff.
  - b. 15 days for Non-Academic staff.
  - c. 28 days for Postgraduate students.
  - d. 15 days for Undergraduate students.
  - e. 45 days for Visiting Faculty with formal letter of undertaking by their colleges.

## 6. Maximum Number of Borrowed Items for QU Patrons

- Users are eligible to borrow library materials as follows:
  - a. 30 books for Academic staff.
  - b. 07 books for Non-Academic staff.
  - c. 15 books for Postgraduate students.
  - d. 10 books for Undergraduate students.
  - e. 20 books for Visiting Faculty.

## 7. Borrowing and Access Privileges to Non-QU Patrons

- Library membership is open to the public; they are classified as follows:
  - a. Alumni: former QU students.
  - b. Parents: parents of current QU students.
  - c. Visitors: individual with no connection to QU.
- Non-QU users may have borrowing privileges by providing a deposit based on their classification.
  - a. Alumni: none.
  - b. Parents: 200 QR.
  - c. Visitors: 800 QR.
- Borrowing privileges for non-QU-users are for library items that are normally circulated as follows:
  - a. Alumni: 7 books for 14 days.
  - b. Parents: 4 books for 14 days.
  - c. Visitors: 4 books for 28 days.

## 8. Renewal

- Any ordinary loan may be renewed on the same conditions as those of the original loan.

- Borrowers are responsible for renewing online materials 2 days before the due date online, via the phone or the circulation staff.
- Users are not allowed to renew an item if the item is on hold.
- The renewal time- period for books is as follows:
  - a. 90 days for Academic Staff.
  - b. 15 days for Non-Academic full time staff.
  - c. 28 days for Postgraduate students.
  - d. 15 days for Undergraduate students.
  - e. 45 days for Visiting Faculty.

## 9. Hold

- Hold is done by the user or by the Circulation staff on a first come first serve basis.
- On hold request books can be obtained from the men and women libraries.
- Hold can be cancelled if the recalled or checked out item is lost/missing or damaged.
- All Patrons can place a maximum of 5 holds at any particular time.
- A maximum of 2 holds can be placed on 1 copy of the book at any particular time.
- When the borrowed item is returned, the system holds it for the requesting user who is then notified by e-mail. Books will not be held for longer than 48 hours.
- When the book is held, a reservation notice will automatically be sent to the borrower informing him/her that the book is held for another borrower.

## 10 . Recall of Loan

- Recall is a request of an item from its current borrowers.
- Recall can be placed at the Circulation Desk or online.
- User will be notified via email to return any item before its due date.  
  
Books can be recalled 10 days after the check out date for all patrons.
- When recall is in place, user will be notified via email to check-in the book at a date before the current due date. (New date is written in the letter).
- Any loan of any duration and of any borrower may be recalled immediately if the faculty member has requested to place the item on reserve for a class.
- A loan may not be transferred from one borrower to another, and no person may borrow on behalf of another.

## 11. Notices

The library system sends four notices, including the courtesy notice, through e-mail, to inform library users of borrowing status.

- Courtesy notice is sent by email two days before the due date.
- Overdue notices: three email notices are sent to all patrons for checked out books.
  - a. First notice is emailed 7 days after the due date; it includes the list of overdue items and the date it was checked out and the due date.
  - b. Second notice is emailed 14 days after the due date; it includes the list of all overdue items and the date it was checked out and the due date.

- c. Final bill notice is emailed 30 days after the due date; it includes the list of items overdue and the outstanding fines and the replacement fee.
- Failure to receive an overdue notice does not constitute an excuse for non-payment of fine.

## 12. Fines

- Fines are charges placed on users for items borrowed exceeding due date of borrowing.
- The fine for books is QR 1 per day.
- The fine for CDs, DVDs is QR 3 per day.
- Fines can be waived by Head of Public Services in case of emergency illness or other circumstances beyond the library users control. All users are expected to present supporting documents for these conditions.
- Fines should be paid through the E-Library Payment Services and in relevance with E-payment general policy.
- When fines are pending, users will be blocked from borrowing library materials.

## 13. Lost Items

- An item is considered to be lost if a user declares that the item is missing or it is not returned after the due date.
- Users should pay the lost item price quoted in the library database and an additional QR 75 processing fees as well as overdue fines.
- In case no price is mentioned for the lost item in the library database, users should pay the market price that is determined by the Acquisition Unit, the additional processing fees, and the overdue fines.



- Users can replace the lost items with new items of the same title, author and publisher with an additional of QR 75 processing fee plus overdue fines.
- For Rare and Out-of-Print items, the replacement charges will be determined on a different basis by the Acquisition Unit.

## 14. Damaged items

- Items will be considered damaged due to the following:
  - a. papers are washed out and content is not readable.
  - b. Pages are torn.
  - c. Content is scratched out, or written over.
  - d. Loss of operation in case of visual materials.
- Users must pay the damaged item price quoted in the library database, QR 75 processing fees and the overdue fines.
- In case there is no quoted price for the damaged item in the library database, users should pay the market price which is determined by the Acquisition Unit in addition to the processing fee.
- Users can replace damaged items with new item with same title author edition, and publisher and pay the overdue fine as well as QR 75 processing fee.
- Fines can be waived by Head of Public Services in case of emergency illness, death of a relative, or other circumstances beyond the library users control. All users are expected to present supporting documents for these conditions.
- Returning a previously declared 'lost' item will be accepted if returned within one month after charges have been paid, provided that payment was done through E-Library Payment Services.

## 15. Returned Claims

- Returned claim is when a user declares that s/he returned an item but not available in the library or shown in the system.
- The Circulation staff will search for the claimed returned item for 15 days.
- If an item is found within 15 days, the item will be checked in and the overdue fine will be waived.
- If an item is not found within 15 days, the item will be considered lost and the user will be billed along with overdue fine.
- Users will be notified via an email if the returned claims item is found or not available in the library.

## 16. Library System Recovery

- Circulation staff should use the Millennium Circulation offline to record circulation transactions when the library system is down or under maintenance.
- Circulation transactions should be verified to ensure accuracy prior to uploading them in library system.

## 17. Clearance

- Graduating students must conduct a final review of their library records to determine that all items have been returned and all charges paid.
- All QU community members (faculty, staff, students...etc.) must conduct a final review of their library records to determine that all items have been returned and all charges paid.
- Once clearance is finalized, user record and borrowing privileges will be suppressed.

## 18. Newly Cataloged items

- All newly catalogued items, from the Cataloguing Unit, are sent to the Circulation Librarian who makes a final check on the book and shelves it in the “New Arrival” section or in the Stacks by the Circulation desk.

## 19. Photocopying

- Photocopying is available to all internal and external users.
- Users make their own photocopies and pay per number of pages according to the policy of the existing Printing Centers which are managed by QU Student Services Section.

## 20. Withdrawal of Privileges

- Borrowing and/or reading privileges may be withdrawn from any person who abuses them by not observing all regulations concerning library use. Particular attention is drawn to regulations concerning silence, disrespect and mutilation or defacement of library property.

## 21. Responsibilities of Library Users

- Lost Library Card: the library should be notified of any lost or stolen card. Users are held responsible for any checked-out material from the library with the card before its loss is reported.
- Borrowing for others: users should not lend borrowed items or their identification card to any other person to checkout library materials. Users are responsible for checked-out items until returned to the library.
- Safekeeping of Library Materials: it is strictly prohibited to cut, tear, deface or deliberately retain any library materials.

- Handling of Library Materials: users should keep track of their checked-out library materials, and act immediately upon receiving recall and overdue notices. Materials may be recalled to be put on reserve for classes or for use for another borrower. Such materials must be returned by the due date indicated on the recall notices.
- Users are blocked from checking-out any new materials until overdue borrowed ones are returned to maximize access to materials for all borrowers.
- Return of Library Materials: all library materials should be returned to issuing circulation desks.
- When a borrower is severing her/his relationship with QU for any reason (graduating, leaving the country, etc.) it is very important that all items borrowed from QU library be returned.
- Fire Alarm: when the alarm sounds, patrons should leave the premises immediately and gather at the declared assembly points.