

**INTERNAL OPERATING RULES FOR
LIBRARY SERVICES**

NI-006

REVISION 16

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CONTENTS

1. GENERAL CONSIDERATIONS	3
1.1. Rules of use and operation of library	3
1.2. Users	4
1.3. Donations	4
2. UNIVERSITY LIBRARY SERVICES	5
2.1. Loans.....	5
2.1.1. In-library use.....	5
2.1.2. Regular loan.....	5
2.1.3. Interlibrary loan.....	6
2.2. Bibliographic and Reference Information Service.....	7
2.3. Digital library.....	7
2.4. Test library (Docimoteca)	
2.5. New bibliography.....	7
2.6. Training for users.....	7
3. LOAN POLICY	8
3.1. Loan table.....	9
3.2. Renewals	10
3.3. Reserves	10
3.4. Penalties	10
3.5. Fines in the case of non-return or replacement of material.....	11
4. AGREEMENTS	11
5. REVISION HISTORY	12

1. GENERAL CONSIDERATIONS

1.1. Rules of use and operation of library

- For safety and hygiene reasons, food or drink are not allowed to be consumed in the library.
- In order to access the loan service, users must show their university card, which is non-transferable, to the library staff.
- In the event that the security system detects any anomaly upon leaving the library, staff may request the user to show the contents of backpacks, bags, etc.
- Library staff will not be responsible for the loss or disappearance of objects and personal belongings left unattended in the Library.
- Silence is vital to create an ideal work and study environment. Please limit any consultations and conversations to the bare minimum.
- The Library does not allow the use of mobile phones. They must be turned off or in "silent mode" before entering.
- Users must treat the Library material with great care while in use. Under no circumstances may notes be made on any material not even with a pencil.
- All library users whether they are students, teaching staff, researchers or technical staff, etc., accept the regulations of the Library and undertake to return the books on time.
- If material is lost or damaged, the user must replace it. If this is not possible the user must compensate the damage caused. Until such time as the material is replaced, the user will be deprived of the right to use the library and its services.

1.2. Users

The users of the Library Service include the entire Community of San Jorge University, divided into the following groups:

- Students (degree, master's degree and own degrees).
- PhD students.
- Former students.
- Teaching and Research staff (PDI).
- External researcher.
- Technical and Management staff (PTG).

1.3. Donations

The management of any bibliographic donation should be communicated to the Library Service, who will be responsible for informing the donor of the following:

- The donor must submit an inventory, in the standardised University format, of the books, journals and materials that make up the donation to assess its acceptance.
- Taking into account the interest of the donation for the users, the San Jorge University Library Service reserves the right of admission of the materials. The topic of the donated material must be related to the study programmes offered at the University.
- Donated material should be in good condition so that it does not compromise the security of the funds.
- The donor must send the donation to the University duly packed in boxes in which the contents of the donation will be specified. In the event that, for reasons of volume, the donor cannot send the material, the University will be responsible for both its management and coordination.
- After receiving and reviewing the donation, if the aforementioned requirements are not met, the University reserves the right to return the material at the donor's expense.
- Once the donation has been accepted, the University becomes the owner of it, so it will be responsible, depending on the needs, for deciding the location, use and final destination of the stock.
- San Jorge University agrees to indicate in the books "Donated by: followed by the name of the donor".
- If the donor requests it, San Jorge University will issue a certificate for the value of the donation.

2. UNIVERSITY LIBRARY SERVICES

2.1. Loans

The loan is the service through which the San Jorge University Library, makes available its material to its users, for a limited time, inside and/or outside the scope of the Library. The loan is personal and non-transferable, so no borrower can give the material to other people.

All the bibliographic and audiovisual material belonging to the bibliographic collection of the University is subject to loan with the following exceptions:

- Reference works: dictionaries, encyclopaedias, repertoires, yearbooks, etc.
- Journals: see point 3 for exception. Loan Policy.
- High demand books and audio-visual materials, of which only one copy is available.
- Final year projects and master's degree.
- Other materials that, in the opinion of the Library, should be preserved.

In order to use the loan service, users must present the University card, which is personal and non-transferable and obliges its holders to respect and act in accordance with the rules.

During holiday periods (Christmas and Easter) there may be special loans with a duration lasting for the entire holiday period. The number of materials on loan corresponds to that specified in the loan table.

2.1.1. In-library use

This covers use of library material under supervision within the library space. Users can consult all the material that they deem necessary and return is mandatory once the consultation has been completed for use by other users (for time availability see section 1.2 of this document).

2.1.2. Regular loan

This covers the use of the Library material outside the space during a certain time (see point 3. Loan policy)

2.1.3 Interlibrary loan

Loan of original documents or copies from other libraries belonging to the Network of Spanish University Libraries (REBIUN). The loan period of the original documents is estimated at 30 days, during this time the material will remain in the library and can be consulted under supervision within the Library space.

Before requesting any interlibrary loan, users must check:

1. That the loan material is not included in the stock in the library catalogue
2. That the material subject to the loan is available for loan in a member library, as well as the material details and the issuing centre in the REBIUN catalogue through its link <http://rebiun.crue.org>:

Depending on the group of users, the procedures to follow for applying for Interlibrary Loans will vary, as detailed below:

Teaching and non-teaching staff: request the loan through a **Purchase Request**, including the following information, whenever possible:

- o Title
- o Author
- o ISBN
- o Issuing Centre

Other users: Firstly, they will present the **Interlibrary Loan Application Form (FI-262)** duly completed to a member of library staff. Once verified and stamped by the Library Service, the user must go to the Academic Secretary with the application and make the corresponding payment by card for the expenses derived from the loan. Once the payment is made, they will provide proof of payment to the library staff, who will be responsible for carrying out the appropriate procedures to manage the loan with the issuing centre.

The fees for Interlibrary Loans are established by REBIUN. For 2023 the fees were as follows:

TYPE	REBIUN FEE	RETURN FEE	TOTAL
Original loans (per physical volume)	8€	6€	14€
Copies of documents up to 40 pages	3,30 + IVA€	0€	3'83€
Each block of additional 10 copies	1€	0€	1€

In the event that articles are requested and given that the library belongs to the ICAC network, digital copies of articles can be ordered free of charge among member libraries. To do this, send all the required information with the desired articles to pi@usj.es. The library staff will carry out the corresponding arrangements.

2.2 Bibliographic and Reference Information Service

The library staff is always available to assist users in bibliographic inquiries and help them in their research. Users may ask a member of staff any question related to use of the Library, location of documents, loan renewals and reserves, services offered, etc.

This service can be requested by all user groups by contacting the Library helpdesk or via email at biblioteca@usj.es

2.3 Digital library

This service is available to all users through the library website. Here, users can access the catalogue of stock, electronic resources, etc.

2.4 Test library (Docimoteca)

This section contains the questionnaires used for evaluation, intervention or treatment in different areas of Psychology.

Given their ethical nature (see article 19 - Code of Ethics of the Psychologist) they will only be available to teachers and students of the Psychology degree.

For either consultation or loan, a signed copy of the **Authorisation for Consultation and Loan of Psychological Questionnaires (FI-457)** must be sent to biblioteca@usj.es and to the teacher authorizing the use of the corrections. The library service has 24 hours to prepare the material and reply to the request.

Once availability is confirmed by the Library, the user will have a period of 48 hours to collect it at the Library counter. If it is not collected within this timeframe, the request will be considered cancelled, and the user will need to process the request again.

Taking into account the special nature of this type of material, they can only be consulted in-library and only a single questionnaire can be loaned at a time and in the case of loans it will be for a maximum period of two days. Renewals are not possible. Likewise, loans cannot be made before weekends, holidays or bank holidays. Only one reservation per user is allowed, as long as the material is on loan.

The late return of the forms on loan will be penalised with two days of suspension of the loan right.

2.5 New bibliography

The user can view all the new bibliographic references from the last 30 days in the section LATEST ADDITIONS of recommended Bibliographies of the catalogue <http://biblioteca.usj.es>

2.6 Training for users

The library staff whenever required will provide training sessions on how the library works and its services.

3. LOAN POLICY

3.1. Loan table

The loan policy of the San Jorge University Library is devised taking into account both the different types of users and the types of bibliographic materials that form part of the University's bibliographic collection.

Users must present their university card to borrow any material.

The loan table below details the number of materials and days users can have material on loan. This information is updated on an annual basis as the library resources expand.

Loan table

TYPE OF USER	NUMBER OF LOANS					DURATION IN DAYS		
	PAPERS	ELECTRONIC RESOURCES	AUDIOVISUAL MATERIAL	GAMES AND AUDIO MATERIAL	JOURNALS	PAPERS AND ELECTRONIC RESOURCES	AUDIOVISUAL, GAMES AND AUDIO MATERIAL	JOURNALS
Students (degree, master's degree and own degrees).	5	2	3	1	1	10	10	3
PhD students	10	2	3	1	1	30	10	3
Former students	5	2	3	1	-	10	10	-
Teaching and research staff	10	2	3	1	2	45	10	3
External researchers ¹	5	2	3	1	-	30	10	-
Technical and management staff	10	2	3	1	1	30	10	3

In the case of a Special Fund, it will be regulated by the **Technical Instruction for Off-Site Loans of Special Funds Material (IT-196)**.

1. In order to qualify for the loan, external researchers must prove their connection with San Jorge University.

3.2 Renewals

All loans, with the exception of games, psychology questionnaires, are subject to renewal twice as long as they are not reserved by another user.

Renewals can be processed through the library OPAC, through the users section, or by contacting a member of staff from one day before the end of the loan until the day of the return.

3.3 Reserves

Only copies that are loaned and belong to the same branch of the user can be reserved. Once the copy has been returned automatically, the user will be sent an e-mail informing them about the availability and the maximum reservation period.

3.4 Penalties

- Students (degree, master's degree, own degree, etc.): Borrowing rights will be suspended for two days per overdue day and item if the material is not returned by the due date.
- PhD Students: Borrowing rights will be suspended for two days per overdue day and item if the material is not returned by the due date.
- Former student: Borrowing rights will be suspended for two days per overdue day and item if the material is not returned by the due date.
- Teaching and Research staff: Borrowing rights will be suspended for one day per overdue day and item if the material is not returned by the due date
- External researcher: Borrowing rights will be suspended for two days per overdue day and item if the material is not returned by the due date.
- Technical and Management staff: Borrowing rights will be suspended for one day per overdue day and item if the material is not returned by the due date.

3.5. Fines in the case of non-return or replacement of material

Once the loan period has been exceeded, three emails will be sent to users informing them of the overdue items, the first email will be sent the day after the due date, the second after 15 days and the third day after 30 days.

If no response is received from the user, the Library Service will:

1. Try to locate the user by telephone :
2. If they cannot contact them, 45 days after the due date, the Library Service will contact the tutor or person in charge, to inform them of the situation and request their involvement.
3. If finally, and after another 15 days without receiving a response, the material has not been retrieved, notification will be sent by SGA to the user through the telematic notifications platform, with the warning of the immediate application of the following as a result of the non-return of the loan:
 - Users will not be able to obtain documentation related to the student's file: academic transcripts, file transfer, issuance of the degree title, etc.
 - Users will not be able to renew enrolment.

In exceptional cases (erasmus who have finished their time at USJ, users who leave their degree programme or complete their studies) the library may modify these periods.

The application of the mentioned measures will be carried out, regardless of the obligation of the students to replace the borrowed material; reserving the University the right to legally intervene in defense of their patrimony.

4. AGREEMENTS

All users have access to the library stock belonging to the San Valero Foundation Group: CPA, San Valero Foundation, SEAS and San Jorge University and the facilities of the San Valero and SEAS Foundation libraries (C/ Violeta Parra 9) and San Jorge University (Campus Villanueva de Gallego) presenting their ID.

5. Revision History

Rev.	Modification	Carried out by	Date
16	Section 3.5 includes modifying timelines for exceptional cases. Interlibrary loan prices have been updated	Guadalupe Marín	27/07/23
15	Modification of section 2.4 Docimoteca (current periods for loans of psychological tests.)	Verónica López	13/0/23
14	Modification of the Rules of use and operation of the library. Modification of section 2.4 Docimoteca. Updating of the loan table. Extension of renewal periods.	Verónica López	08/09/22
13	Modification of section 1.3 Donations. Inclusion of section 2.4 Docimoteca and the form of Authorisation for Consultation and Loan of Psychological Questionnaires (FI-457).	Verónica López	15/07/21
12	Inclusion of the Technical Instruction for Off-Site Loan of Material from Special Funds (IT-196).	Esther Fraile	05/07/19
11	Elimination of the Periodic Publication Loan Request Form (FI-309).	Verónica López	20/02/18
10	Extension of the term of loan of periodic publications in table of section 3.1. Review of interlibrary loan rates REBIUN	Guadalupe Marín	14/09/17
9	Inclusion of section 3.5. Fines in the event of not return in g or replacing material	Verónica López	12/07/17
8	Modification of section 2.3 and 2.5.	Guadalupe Marín	11/04/16
7	Updating interlibrary loan fees by Rebiun (2014). Updating positions.	Guadalupe Marín	12/09/14
6	Elimination of intercampus loans. Revision of interlibrary loan fees (Rebiun). Modification of section 2.4 New Bibliograhly. Inclusion of section 4 relating to agreements.	Guadalupe Marín	06/09/13
5	Modification of University logo.	Natalia Vallés	12/12/11

4	<p>Clarification of section on missing or lost personal items in library.</p> <p>Elimination of fines for repeat users in overdue material</p> <p>Modification of the name of the Library: Faculty of Communication Sciences Library will change to General Library.</p> <p>Blended student category eliminated from the loan table.</p> <p>Revision of the interlibrary loan fees (REBIUN)</p>	<p>Guadalupe Marín</p>	<p>08/09/11</p>
3	<p>Modification of the rules of use and functioning of the library.</p> <p>Inclusion of a new paragraph relating to Donations.</p> <p>Modification of the loan table section 2.1.2. Modification of section 2.1.4. Interlibrary loans.</p> <p>Inclusion of new services : Digital library, New bibliography and the Library answers</p>	<p>Verónica López</p>	<p>16/06/10</p>
2	<p>Incorporation of opening hours of the library of Library of the School of Computer Engineering</p>	<p>Verónica López</p>	<p>18/11/09</p>
1	<p>Revision of terms of audiovisual material terms</p>	<p>Verónica López</p>	<p>06/11/09</p>
0	<p>Original Document</p>		

