

## **Rules for registration and loans**

of 11 January 2016, revised 5 September 2016 and 12 March 2018

### **Art. 1 General**

- 1 These instructions set out the requirements for registration and arrangements for loans of the Bibliothèque Cantonale et Universitaire de Lausanne [Cantonal and University Library of Lausanne] (BCUL), in application of the Regulation of the Bibliothèque Cantonale et Universitaire - Lausanne (RBCU) of 1 April 2015.

### **Art. 2 General**

- 1 Unless otherwise specified, these instructions apply to all BCUL sites.

### **Art. 3 Registration**

- 1 Registration as a user is required for borrowing of books and access to certain services.
- 2 Registration is carried out at the BCUL loan desks.
- 3 Registration is free.
- 4 Registration can also be carried out online for remote access to services.
- 5 Those aged 14 or over who are  
in one of the following categories may register:
  - a. Individuals resident in Switzerland.
  - b. Students, teaching and other staff of UNIL, EPFL [the Swiss Federal Institute of Technology], HEP [Haute École Pédagogique] Vaud, Gymnase Provence and Gymnase de Renens – CEOL [Centre for further education, West Lausanne].
  - c. Students who are taking a course at UNIL or EPFL which is coordinated with other universities.
  - d. Foreign students taking a course at HES-SO [the University of Applied Sciences and Arts of Western Switzerland].
  - e. Swiss citizens resident abroad.
  - f. Cross-border workers carrying out paid work in the canton of Vaud.
- 6 Those aged under 14 may ask the management for exemption from the minimum age limit.
- 7 The following identity documents will be accepted:
  - a. Current Swiss identity card, passport or driving licence; for Swiss citizens resident abroad a reference address or certificate of secondary residence in Switzerland is also required.
  - b. Current residence permit in categories B, C, F, G, L or N valid for at least three months from the date of registration at the library, with

an L permit accompanied by a certificate of enrolment on a course or period of work-experience on headed paper, and a G permit accompanied by a certificate of residence or from an employer on headed paper.

- c. A UNIL campus card, or EPFL, HEP Vaud, Gymnase Provence or Gymnase de Renens – CEOL student card.
- d. A Swiss library or other network card, accompanied by a current identity document.
- e. For foreign students following a course at HES-SO, a certificate of study at HES-SO.

- 8 By registering, users undertake to comply with these rules and with copyright requirements.

#### **Art. 4 Library card**

- 1 Registration at BCUL gives the right to a library user card.
- 2 The card allows the user to borrow from any library in the Renouvaud network, subject to the individual lending rules of each member library.
- 3 Cards are strictly personal and non-transferable. They will be required for every loan. They may be required for any other access to BCUL services.
- 4 Users must inform BCUL of any change in their circumstances or contact details, including changes of name, telephone number or postal or email address.
- 5 Library card holders are responsible for any borrowing with their card, even if the card is lost or stolen, until the loss or theft of the card is reported. BCUL will not accept any responsibility in the event of use of a card in breach of the rules, including by a third party.
- 6 If a card is lost or stolen, there will be a charge for the issue of a new card to the user (see the "Price List").
- 7 Borrowing on behalf of another person is not allowed, except in the following cases:
  - a. The user provides proof that he or she is unable to come to the library because of illness or disability.
  - b. A UNIL or HEP Vaud professor asks his or her assistant to help.
  - c. Any request for an item to be borrowed on behalf of another person, other than those specified at paragraph 7 a. and b. should be submitted to BCUL management for approval.
- 8 Users whose request for an item to be borrowed by another person on their behalf has been accepted should fill in this one-off form.  
[http://www.bcu-lausanne.ch/wp-content/uploads/2016/03/20160319\\_Procuration\\_BCUL.pdf](http://www.bcu-lausanne.ch/wp-content/uploads/2016/03/20160319_Procuration_BCUL.pdf)

#### **Art. 5 Loan arrangements**

- 1 Loans of documents from BCUL are free of charge.
- 2 Payment is required for reservations, postal loans, inter-library loans (PEB), printing, digital copies and photocopies (see "Price List").

- 3 The number of documents which may be borrowed, the length of the loan and the possibilities for extension depend on the user's status and the nature of the documents.
- 4 BCUL may decide at any time to extend or restrict the lending conditions.
- 5 Users who can show that their work is related to scientific research or teaching may, exceptionally, ask for special conditions to apply to borrowing at home. The request, with appropriate reasons, should be submitted to BCUL management before any item is borrowed.
- 6 Number of documents which may be borrowed:
  - a. Students and users with standard rights may borrow up to 30 documents.
  - b. UNIL and HEP Vaud professors, assistants and PhD students and users with extended rights may borrow up to 50 documents.
- 7 Length of loans
  - a. Students and users with standard rights may borrow any document on any medium for 28 days, except for the items set out below.
  - b. UNIL and HEP Vaud professors, assistants and PhD students and users with extended rights may borrow any document until the end of the current academic semester, except for journals, audio CDs, DVDs, language methods, e-readers, new acquisitions from the Riponne site, manuals, codes and commentaries from the Internef site and documents from the Provence and Renens sites.
  - c. Open-access journals from the Unithèque site may be borrowed for a period of seven days.
  - d. DVDs from the Riponne and HEP Vaud sites and documentary DVDs from the Unithèque site may be borrowed for a period of 14 days. DVDs from the Unithèque site cinema collection may be borrowed for four days by users with standard rights and 14 days by users with extended rights.
  - e. DVDs from the Provence and Renens sites may be borrowed for a period of seven days.
- 8 Restrictions on lending
  - a. BCUL may decide at any time to restrict or prohibit borrowing of certain documents for use at home.
  - b. Reference works may not be taken out on loan. The same applies to legal journals on the Internef site, large format journals and unique or ancient works. These documents should be consulted at the library, in the areas provided for the purpose.
- 9 Extensions
  - a. There is no limit on the number of times a loan may be extended, up to four times the length of the initial loan for students and users with standard rights.
  - b. Loans will be extended only if the document has not been reserved.

- c. Extensions should be arranged before the deadline for return.
- d. Once the maximum loan period (initial loan + three additional periods of the same length) has expired, documents which have not been reserved should be presented at the loans office of a BCUL site, either to be returned or for a new loan.
- e. UNIL and HEP Vaud professors, assistants and PhD students and users with extended rights should present all documents borrowed at the end of the current university semester, the date fixed as the end of the loan. Once they have been presented, documents which have not been reserved may be borrowed again, until the end of the following academic semester.

10 Returns

- a. Users are responsible for the documents they borrow until the return of the document is recorded.
- b. BCUL documents and documents obtained via BCUL's inter-library loans (PEB) service, on any medium, may be returned to any BCUL site, no matter where they were borrowed, except for e-readers from the Riponne and HEP Vaud sites which should be returned only to the loans office of the site from which they were borrowed.
- c. Returns will be accepted outside opening hours, except at the Provence and Renens sites, where documents should be returned during opening hours.
- d. Documents may be returned by post, at the user's expense and with the user remaining liable. The return will take effect when the package is received, however long the postal delivery period.
- e. Users must return documents by the set deadlines, even in the event of prolonged absence for personal or professional reasons.

11 Reservations

- a. Borrowed works may be reserved by another reader.
- b. The borrower will be advised by email that a book in his or her possession has been requested by another reader.
- c. Reservations may be made only on a personal basis.
- d. As soon as a reserved document becomes available, the user will be advised of its availability, by email or, where appropriate, by post.
- e. The reserved document will remain available for seven working days after the user has been informed that it is available. After that time, if the user has not responded, the document will be put back into circulation.

12 Times for supply of documents

- a. BCUL offers an ordering service for documents from its various sites and storage units.
- b. The maximum lengths of time for obtaining a document from store are as follows:
  - HEP Vaud site: 2 hours
  - Internef site: 2 hours
  - Riponne site: 30 minutes
  - Unithèque site: 1 hour

- c. The average lengths of time for obtaining a document from another site are as follows:
    - Inter-site order: Unithèque site, Internef site, Riponne site, HEP Vaud site, Provence site and Renens site: 24 - 48 hours, weekdays only
    - Order from the DABC [store for cultural property] in Lucens: Friday (order before 16:00 on Wednesday)
  - d. The times set out above are for illustrative purposes only: they do not represent a guarantee as to the time it will take to supply an ordered document.
  - e. Because of the proximity of the sites, orders will not be accepted at the Unithèque site for documents from the Internef site or vice versa.
  - f. DVDs and teaching kits may not be ordered and taken from another site. They should be taken directly from the library to which they belong.
  - g. Users will be informed of the availability of ordered documents exclusively by email. They can also check their library account. No letters will be sent to advise of the availability of an ordered item.
  - h. The ordered document will remain available to the user for seven working days. After that time, if the user has not responded, it will be put back into circulation.
- 13 Inter-Library Loans (PEB)
- a. Documents which are not available from the BCUL collections may be ordered from other libraries through the PEB service.
  - b. There is a charge for this service (see the "Price List").
  - c. For more information, users should refer to the "Rules for Inter-Library Loans (PEB)".  
<http://www.bcu-lausanne.ch/services/pre/pret-entre-bibliotheques/>
- 14 Loans by post and "Livres à Vous" ["Books to your home"]
- a. BCUL offers a postal loans service, which is chargeable (see the "Price List") Charges are added to the reader's file.
  - b. Residents of greater Lausanne who have difficulty in travelling may use the "Livres à Vous" service which allows for free delivery of documents to the home.  
<http://www.bcu-lausanne.ch/services/pre/pret-a-distance/>
- 15 Reminders
- a. Reminders are issued as follows:
    - o Two days before the loan expires (by email).
    - o Users are advised immediately if a document in their possession has been reserved (by email).
    - o On the 4th day after expiry (by email or post).
    - o 32 days after expiry (by email or post).
    - o 50 days after expiry (by email or post).

- b. On the 60th day after expiry, recovery proceedings will be triggered and an invoice covering the cost of repurchasing the documents, administrative fees and any fines will be issued.
  - o Unless the invoice is paid within ten days, a 1st reminder will be sent (by post).
  - o Unless the invoice is paid after the 1st reminder, a 2nd, and then a 3rd reminder will be sent by post.
  - o If the invoice is not paid after the 3rd reminder, the relevant Debt Collection Office will be asked to take action for recovery of the debt.

#### **Art. 6 Data protection**

- 1 Users' personal data are recorded in their digital files. Staff of libraries which are members of Renouvaud have access to all the data except for the password and PIN code.
- 2 The data are transferred securely to the supplier of the integrated library management system (SIGB). They are used exclusively by authorised staff, for the needs of BCUL.
- 3 Users' personal data, namely data relating to their identity, their status with the Library and the items they have borrowed may be disclosed by BCUL to its partners in the Renouvaud network.
- 4 BCUL staff may give the contact details (email or telephone) of users with extended rights to any other user who wishes to consult a borrowed document on the expiry date of the loan at the end of the current university semester. The user must provide access to the document without delay.

#### **Art. 7 Penalties**

- 1 Fines
  - a. Any delay in return of a document, or late request for an extension will lead to a fine at the current rate (see the "Price List"). Fines are applicable as of the first day late, for each item, whatever the user's status.
  - b. When the amount of the fines reaches CHF 20.-, borrowing rights are suspended until the fine is paid in full.
  - c. When formal proceedings are started, the relevant fees are payable in addition to the fine (see the "Price List").
  - d. Failure to receive a reminder will not under any circumstances absolve users of the obligation to pay fines together with any fees for formal proceedings.
  - e. Fines for late returns may be paid at all BCUL sites.

- f. Sums due in connection with recovery proceedings may be paid only to the Etat de Vaud's BCV bank account: the details are set out on invoices and reminders for unpaid invoices. These payments cannot be made at the loans desk.
- 2 Damage/loss
- a. Before borrowing a document, users should check its condition and draw attention to any damage or missing supporting materials, so that they will not be held liable.
  - b. When the document is returned they will be held liable for any damage not pointed out at the time it was borrowed (see the "Price List").
  - c. The following are deemed to be damage which must be paid for: annotations, underlinings, drawings, marks, water or other liquid damage, burns, glue, repairs, pages torn out or damaged or any other damage of any nature.
  - d. Users must not seek to repair a damaged document in any way.
  - e. If a lost document forms part of a series and cannot be acquired separately, the full series may be repurchased at the user's expense.
  - f. If a document's supporting material (CD, DVD, map etc.) is missing, the user will be invoiced for the full cost of the document.
  - g. If the document cannot be found, the price may be increased to reflect market value.
  - h. In the event of damage, loss or failure to return a document at the end of the reminder procedure, a sum equal to the value of the documents is payable, plus administrative costs and all late fines on the reader's account (see the "Price List").
  - i. If the documents are returned before payment of the invoice, half of the administrative costs and any late return fees will still be payable.
  - j. Charges for damage, loss or non-return of a BCUL document are payable to the Etat de Vaud's BCV bank account, and the payment slip sent with the invoice and reminders must be used.
  - k. Users should not take it on themselves to replace a lost or damaged item. This is the responsibility of the BCUL librarians.
- 3 Suspension of borrowing rights
- a. When the amount of the fines reaches CHF 20.-, or a document is seriously overdue or has not been returned or charges have not been paid, borrowing rights for all BCUL sites will be withdrawn. This penalty may be extended to the entire Renouvaud network.
  - b. Borrowing rights will be reinstated after payment in full of all sums due.

- c. In the case of a work declared to be lost, stolen or damaged, borrowing rights will be suspended if the invoice is not paid within ten days, i.e. as of the 1<sup>st</sup> reminder from the Canton of Vaud.
- d. When an account is blocked, borrowing rights will be re-established within seven days of full payment of the amounts due.

**Art. 8 Additional document**

- 1 These rules are supplemented by the "Price List" which sets out the services which are chargeable, including at cost price.

**Art. 9 Decisions and appeals**

- 1 Appeals against decisions arising from the application of these rules may be made to BCUL management.

**Art. 10 Final provisions and repeals**

- 1 Entry into force: these rules came into effect on 1 February 2016.
- 2 Approval: these rules were adopted by BCUL management on 11 January 2016.
- 3 Revision: these rules were revised on 5 September 2016 and 12 March 2018.