



LIBRARY REGULATIONS FOR SERVICES AND COLLECTION DEVELOPMENT

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Applicable Department : All academic units (including Faculty and Colleges), non-academic units and the university library.

A. PURPOSE

- To regulate the development, organization and use of library materials, services, and facilities for the purpose of defining the values of VinUniversity library.
- To establish standards and framework for library services that can ensure the treatment equality for library service users and providers.

B. POLICIES

I. SERVICES POLICIES

1. Opening hours

The opening hours of the Library will be determined by the Library Advisory Committee and displayed at the entrances to the Library, and posted on the library website. For the first semester, the library opening hours will be:

1.1. Main entrance:

- Semester: 8 am - 9 pm (Mon - Fri), 9am - 5pm (Sat - Sun)
- Exam period: 8 am - 9 pm (Mon - Fri), 9am - 9pm (Sat - Sun)
- Holiday: Closed

1.2. The second floor entrance:

- 8 am - 5 pm (Mon - Fri), 9am - 5pm (Sat - Sun)
- Holiday: Closed

1.3.24/7 learning space

- Available via booking

2. Access policies

- Students, faculty, staff, alumni, and members of the University can access the university library using their current validated university/library cards.
- Staff from other Vingroup's Profits and Losses (P&Ls) or VinUni's counterparts who wish to access library materials need to apply for a library card.

- Access to the 24/7 Learning Common after the Library closes is restricted to current VinUni students, faculty and staff only.

3. Card application

- Staff from other Vingroup's P&Ls or VinUni's counterparts who wish to access library materials are welcome to apply for a library card by bringing to the library the application that includes:
 - o An application form
 - o ID card or passport
 - o An introduction letter from the Vingroup's P&L or VinUni's counterparts
 - o An annual cost of 1,000,000 VND/card/12 months
- Card registration location: The Circulation desk on the first floor of the library.
- Library patrons should notice that:
 - o The library card is not transferable.
 - o Loss of a library card must be reported to the Library without delay to prevent other from using your account. Replacement card should be charged for the fee of 150,000 VND.

4. User code of conduct

Library materials must be shared and preserved for the benefit of the entire community of library users. Library patrons must respect the rights of the other persons in the library. The library enforces the following rules:

4.1. Noise

- The Library is a place for study and research. It is important for all library users to maintain a quiet study atmosphere, so no loud talking is allowed.
- The 2/F collection area are zoned for quiet solo study. No group study or discussions are allowed.
- In other areas, quiet group study and discussion are allowed. Be courteous to your fellow students, and keep your voices low.
- To preserve a quiet environment in all parts of the Library, no audio from personal media devices is allowed. Mobile phones and pagers should be switched off, or set to silent. Mobile phones can be used only in these areas: the Library court yard, telephone booths, restrooms, group discussion rooms.
- For any formal photo-shoot or video recording requests, please contact Library Administration (email) for approval.

4.2. Food and drink

- No food may be taken into the Library including fruit. Users who do not comply will be asked to leave the Library.
- Drinks in the library must be in spill-proof containers. All drinks must be non-alcoholic. Please keep drinks away from electronic sockets and equipment to prevent damage.
- Library users should keep all areas tidy and must dispose of rubbish properly.

4.3. *No unattended belongings*

- Personal belongings should not be left unattended. The Library cannot be held responsible for any loss or damage of personal belongings.
- Laptops and other items, including library materials, left unattended on tables, desks, or chairs may be moved to the Circulation desk by library staff.

4.4. *Room booking*

- No one may reserve library seats or spaces by books, bags, laptops, or other items.
- Users may reserve group discussion rooms, studio, and consultation room online, 24/7 learning space using their user name and password via the room booking function on the library website.

4.5. *No smoking or vaping*

- VinUni is a non-smoking campus, both indoors and outdoors. Smoking/vaping is strictly prohibited in the library and in the library court yard.

4.6. *Proper use of collections and facilities*

- Users should handle library property (including library collections, equipment, and furniture, items displayed and other property) carefully without any mutilation, defacement or marks with pens/pencils or change settings without permission.
- Users must pay full replacement cost for library property damage. Users are liable to pay full replacement or repair fees for damage to any other Library property (including equipment, furniture, items displayed, or other property), or damage that is a result of evident negligence.

4.7. *Others*

- No pets—only service animals are allowed.
- No bicycles, in-line skates, skateboards or scooters, etc.
- English is the official language of the library.
- Do not place feet on seats.
- Sleep outstretched in the library is not allowed.

5. Borrow, renew, return policies

5.1. *Circulation policies*

- Students, faculty, and staff of the VinUni are required to have current validated university/library cards to borrow materials.
- VinUni Alumni extended borrowing privileges will be considered.
- Books are the only library materials that can be lent through the Circulation Desk or self-service machines.

The circulation periods:

Patrons	Number of items/time	Loan period	Renewals
Undergraduates and staff	3	2 weeks	1 time Renewal period equals ½ loan period. Renewals of library materials are allowed as long as there has been no request for that material by any other patrons. Materials that are not overdue can be renewed by phone or in-person at the Circulation Desk. Overdue materials will need to be renewed in-person.
Graduate students and faculty	5	1 month	
Staff from other Vingroup's P&Ls or VinUni's counterparts	3	2 weeks	
Alumni	To be considered		

5.2. Fines and penalties

- The library fine ensures equal access to library resources for all users.
- Overdue materials fines are 20,000 VND per business day after the due date per item. Overdue fines accrue from the due date to the date when the item is reported lost; or when the item is returned (if found afterwards).
- Lost or damaged items should be reported to the library in a timely manner. Library users will be charged for repair or replacement based on the condition of the library material.

No	Materials	CONDITIONS	
		Replacement fee <i>- Item is currently available on the market: Fair market value plus 200, 000 VND service charge per item. - Item is not currently available on the market: Item cost x 5 times</i>	Repair fee (100,000 VND)
1	Books	Lost or major damage -Book cover is noticeably damaged or missing. -Pages are stained, missing, illegible, or otherwise warped. - Heavy writing and/ or highlighting throughout the book. -Other conditions that make the book unusable, including exposure to chemicals, cleaning agents, perfumes or tobacco smoke, etc. that causes a noticeable odor.	Minor Damage -Book covers: Markings on the inside or outside, or portions ripped off, etc. -Book pages: Medium to large creases, tears, stains, writing, or liquid damage, etc.
2	Audio-Visual	Noticeably damaged (broken items or serious scratches) or unable to be read by devices	

	materials (CDs- DVDs)		
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5.3. *Refund*

- In general, library fines are not refundable.
- If the item is returned after the replacement fee has been paid, there will be no refund. However, the paid item would be returned to the user who had paid for the item replacement.

5.4. *Appeal on the library fines*

- An advance notice will be sent to remind library users of returning or renewing library items on time. Waiving of overdue fines is permitted only for unforeseen circumstances (e.g., hospitalization) which made it impossible/ difficult to return/ renew the library items on time.
- For appeals, please an email to the library. Appeals will be handled on a case to case basis.

6. **Privacy policies**

- The user data will be stored in our computer system and accessed by authorized staff only for the purposes of performing library work.
- The expired user record will be deleted periodically.
- The personal data of users will be only provided to the VinUniversity for administrative and academic purposes. The data will not be disclosed to other parties except where required by law or to fulfill service requests.

7. **Information technology, computers, and online resources**

7.1. *Computers and network resources*

- Library patrons are expected to comply with the University's published policies on the use of computers and network resources.
- Library desktops, iPads, and laptop are provided for library users to have access to information for the purposes of research, study, and learning. Users should not use these devices to play games or to view obscene materials.

7.2. *Online resources use*

- The use of electronic resources (databases, e-journals, etc.) is limited to the VinUni authorized users (VinUni's students, faculty, and staff, staff from Vingroup's P&Ls and other counterparts) and is governed by license agreements negotiated between VinUni and the publishers/providers.
- Users accessing library databases both on and off campus will be required to log in with their username and password.
- Users must follow Copyright Law and provisions of license agreements with individual providers. Online database material achieved must be used for personal, non-commercial purposes. Improper use generally includes, but is not limited to:

Excessive downloading

- Rapidly downloading one article after another;
- Continuously downloading tables of contents, search results, citations, or output;
- Downloading entire issues or volumes of an e-journal;
- Downloading the entire contents of an e-book or multimedia resource;
- Using robots, spiders, or other automated programs to download from subscription resources.

Other license violations

- Sharing passwords with unauthorized users;
 - Redistributing information from online resources to unauthorized users;
 - Posting information retrieved or downloaded from online resources to a listserv, on a website, or to an email list;
 - Reselling, redistributing or reproduction of any journal text, output, search results, or other information in any form or medium;
 - Redistribution of materials to non-subscribers or to non-subscribing institutions.
- Unauthorized use of VinUni Library databases and other electronic resources can result in revocation of access of the whole university, then will be disciplined as regulated in Part 10 bellows, or referral to competent civil authorities.

8. Copyright and digitization

Photocopying services are provided for patrons of the library for research and private study activities that do not involve any violation of copyright.

8.1. Copying restriction

- Making PERSONAL COPIES: Photocopies made must be for the purpose of research or private study.
- Making copies FOR OTHERS: Photocopies made must be for research or private study, and the copying must not result in more than one person having copies of substantially the same material at substantially the same time and for substantially the same purpose.
- Making copies ON BEHALF OF THE UNIVERSITY for the university activities, the copying must be:
 - for the purpose of instruction; or
 - for the purpose of an examinations to communicate the questions to the learners, excluding photocopying of musical works for performance by examination candidates.

Note: The act of photocopying should not conflict with a normal exploitation of a work by the copyright owner nor unreasonably prejudice the legitimate interests of the copyright owner.

8.2. Intellectual property law of Vietnam

Article 14 of Law No. 36/2009/QH12 on amending and supplementing a number of articles of the law on intellectual property regulated the types of literary, artistic and scientific works eligible for copyright protection as follows:

- Literary and scientific works, textbooks, teaching courses and other works expressed in written languages or other characters:
- Lectures, addresses and other sermons;
- Press works;
- Musical works;
- Dramatic works;
- Cinematographic works and works created by a process analogous to cinematography (below collectively referred to as cinematographic works);
- Plastic-art works and works of applied art;
- Photographic works;
- Architectural works;
- Sketches, plans, maps and drawings related to topography, architecture or scientific works:
- Folklore and folk art works of folk culture;
- Computer programs and data compilations.

Article 25 of the same Law plus Decree No. 22/2018/ND-CP dated on February 23rd, 2018 by the Government on guidelines for certain number of articles of the intellectual property law and law on amendments to the intellectual property law 2009 in terms of the copyright and related rights indicates that published works which may be used without having to seek permission or pay royalties or remuneration include:

- Making one copy of the work of an author for scientific research or teaching purposes; this shall apply to the case of noncommercial scientific research or teaching by individuals.
- Reasonable quoting from a work in order to comment on or illustrate one's own works, without misrepresenting the author's views; Reasonable recitation must satisfy the following conditions:
 - o The recited parts aim merely to introduce, comment or clarify matters touched upon in his/her work.
 - o The number and essence of parts recited from the work used for recitation are not prejudicial to the copyright to such work and suitable to the nature and characteristics of the type of work used for recitation.
- Quoting from a work in order to write an article published in a newspaper or periodical, in a radio or television broadcast or in a documentary, without misrepresenting the author's views;
- Quoting from a work in school or university for lecturing purposes without misrepresenting the author's views and not for commercial purposes;
- Copying of a work by a library for archival and research purposes, which means reproduction of no more than one copy of a work. Libraries must not reproduce and distribute copies of works, including digital copies, to the public.
- Performing a stage work or other art work in mass cultural, communication or mobilization activities without collecting fees in any forms;
- Audio-visual recording of a performance in order to report current events or for teaching purposes;
- Photographing or televising plastic art; or an architectural, photographic, or applied art work displayed at a public place in order to present images of such work;
- Transcribing a work into braille or into characters of other languages for the blind;
- Importing one copy of another's work for personal use.

Organizations and individuals who use the works stipulated above must neither affect the normal use of such works nor cause prejudice to the rights of the author or copyright holder, and must provide information being the author's name and the source and origin of the work. This article shall not apply to architectural works, plastic works and computer programs.

9. Library group study rooms

- The rooms are for group use by VinUni students, faculty and staff only.
- Room booking is on a first-come-first-served basis.
- Each group can book up to 2 hours per session, 2 session per day, 4 sessions per week, all rooms combined.
- Reservation may be made on the same day or at most 1 weeks in advance.
- If your group is more than 10 minutes late, your reservation is cancelled and another group can take the room for the rest of that booking.
- At least 2 persons must be present at all time during a session. If only 1 person is in the room for more than 10 minutes in the middle of a session, another group may take the room for the remaining time of that session.

10. Demerit schedule

Demerit schedule will be applied to maintain a suitable atmosphere for study in the library.

- Demerit points will be recorded in the violator's Library record and will accumulate through one academic year.
- Action will be taken by the Library when a library user's total demerit points reach the levels listed on the Library Action Table.
- A note will be added to the violator's Library record once action has been taken.
- An extra demerit point will be added on all issues if the Library user is uncooperative.
- The Library reserves the right to modify the demerit schedule.
- Criminal activity will be reported to the Hanoi Police.

10.1. Demerit point table

Issues	Demerit points
Not returning borrowed headphones, iPads, laptops, laser pointers, etc. on the same day of borrowing	1 per day of delay
Uncooperative behavior	1
Food or Drink	2
Improper use of mobile phones or pagers	2
Leaving mobile phones or pagers unattended and ringing	2
Neglecting to check out Library materials	2
Improper use of computer terminals or Library facilities	2
Leaving lap-tops or other valuables unattended	3
Borrowing or lending University I.D.	5
Marking Library materials	5*
Smoking	5
Not paying library fines	6
License/copyright violations	10
Mutilating Library materials	15*
Attempted theft	18

* An additional replacement or repair fee will be included

10.2. Library action table

Cumulative demerit point range	Action taken by the library
6-8	All library privileges suspended for two weeks.
9-11	All library privileges suspended for one month. 200,000 VND fine
12-14	Report to the school. All library privileges suspended for two months.
15-17	Report to the school. All library privileges suspended for three months.
18 and over	Report to the Student Disciplinary Committee to consider for dismissal.

II. COLLECTION DEVELOPMENT POLICIES

1. Collection development objectives

Collection development should achieve the following objectives to support and strengthen teaching, learning, and research:

- To develop high quality and relevant collections that are diverse, non-traditional, and interdisciplinary.
- To develop balanced collections that meet with new demands and evolving technology.

2. Purposes of collection development policy

To provide a guideline to facilitate the development and management of the Libraries' collection for teaching faculty and all parties involved. This policy will:

- Serve as a communication device that clarifies objectives to library staff, and contribute to operational efficiency in terms of routine decisions.
- Provide information for allocation of funds.
- Provide guidance on efficient and effective selection, acquisition, and dissemination of scholarly information.

This policy should be reviewed periodically within a period not exceeding five years and revised as necessary.

3. Collection development team

The Collection Development Team works under the leadership of the library director for the development of material collections across all the disciplines. Members of the team include acquisition librarians and subject librarians.

The team has the following responsibilities:

- Continually identifying and evaluating the information needs of VinUni in consultation with the faculty.

- Keeping well-informed of recently published materials in all formats and out of print publications that are of research value to academic departments.
- Managing the collection by advising procedures for access, preservation treatment, binding, weeding, and relegation to storage.
- Evaluating the collection through assessment exercises.
- Recommending collection development policies and/or changes concerning collection management policies to the Library director.
- Monitoring and expending the allocated funds for departments.

4. Library collection priorities

The library collection selection decisions will be generally based on the following priorities which are listed in rank order.

1. Curriculum Support: The highest priority will be given to the library materials specifically supporting current undergraduate and graduate coursework. Faculty will send requests for these titles to the suitable subject librarian and many of them are often put on reserve.
2. Standard Source Availability: Standard or "core" monographic and serial titles including basic reference tools should be available in the Library for all subjects taught or studied at the University.
3. Faculty Research: Specialized materials directly related to and needed for current faculty research projects.
4. Graduate Student Research: Ranked specialized materials needed for prolonged or intensive use by graduate students working on theses and dissertations.
5. Subject Representation: Specialized publications which reflect the broad trends in current scholarship throughout the subjects currently taught or studied at the University.
6. Innovation and entrepreneurship support: Specialized publications which support innovation or entrepreneurship projects of students or faculty.

Materials types are considered for inclusion with the general priorities as follows:

No	Material types	Contents	Language	Format	Publication dates
1	Journals	Scholarly titles including Technical and trade journals, annual reviews, "advances in . . ." series, proceedings, scientific and/or technical reports and research bulletins of major academies, learned societies, professional research and educational organizations and government agencies are generally of high priority.	English, Vietnamese and other foreign languages as appropriate to the discipline	Electronic with access via IP authentication is preferred; a few print titles of importance are also selected.	Publications issued within the previous three years. Older materials are purchased in support of new programs, or at the specific request of faculty members.
2	Books	Major scholarly books and professional and technical titles are highest priority, followed by			

		popular titles, technical reports, proceedings, biographies, subject histories and government reports.		
3	Data sets	The data sets that support teaching and learning activities.		
4	Audiovisual materials	The materials that support courses and research	DVD's or CDs, etc.	

5. Major selection criteria

In making informed judgments about the value of new material to the collections, the following criteria will be weighed:

- Curriculum support;
- Short- and long-term value of the content;
- Comparison in content and scope with other resources in the collection;
- Authority of author/publisher/vendor;
- Timeliness;
- Intended audience/relative difficulty;
- Cost;
- Suitability of format;
- Utility of prior versions of product;
- Pressing or observed need;
- Special needs (a visiting lecturer, physically challenged students/faculty);
- Trends and developments;
- Fulfillment of consortia or partner agreements (if applicable)
- Library space.

6. Exclusions

- The library does not collect print textbooks for individual students. A couple copies of print textbooks whose unlimited access electronic versions could not be procured will be acquired and put on reserve collection. Exceptions may go to English courses for pre-university program and first year students.
- Duplicate copies of little used materials, new editions that lack substantial change from earlier editions already owned, or out-of-scope materials are also excluded.

7. Acquisition procedures

Requests for new materials should be submitted by faculty, staff, or students to the appropriate Subject Librarian by:

- Submitting the material request form (Appendix 1) via e-mail to a Subject Librarian, OR
- Using the libraries' Purchase suggestion web form in the library website.

Essential information about the requested materials should include:

- Indicating if the item is needed for reserve or upcoming assignments (and when);
- Title, author, version/year of publication, publishers;
- Desired format, e.g., book, script, CD, DVD, etc.
- Identifying number (if known), e.g., ISBN, Amazon ASIN, etc.

- URL or a clipped advertisement for the item or the vendor (if known);
- Other identifying information if any;
- Any comments the requestor wishes to make helping justify the purchase.

8. Book donation

The library welcomes gifts of books and other materials. Materials that are of good physical condition and support the current teaching and research programs of the university will be gladly accepted for review.

8.1. *Conditions of acceptance*

- The library reserves the right to dispose of gifts not taken into the collection or to forward them to another library.
- Acknowledgment of receipts will be given at the request of the donor.

8.2. *Large volume of donation*

- To help the library check against duplicates and assess relevance, donors are encouraged to prepare a title list. The list should include bibliographic details such as author, title, edition, publisher, and publication year.
- When appropriate, a bookplate will be affixed to each of the donated items as a token of appreciation.

8.3. *How to send us book gifts*

Please **drop off** your gifts at the Circulation Desk (1st F) or mail the gifts to:
Address: Library, VinUniversity, Vinhomes Ocean Park, Gia Lam, Hanoi

9. Course reserves

- Physical materials are placed in reserves collections on the first floor of the library at the request of faculty during the time that the courses from different academic units are being offered. These materials are circulated inside the library only on a limited loan periods of 2 hours.
- The reserve request form which is available in the library website or at the circulation desk on the first floor should be submitted to the library at least 08 weeks in prior to the start of the course.
- The following information should be provided with each reserve request:
 - o instructor's name
 - o instructor's email address
 - o instructor's phone number
 - o course department
 - o course number
 - o course name
 - o material call number
 - o author of the material
 - o material title
 - o material edition

APPENDIX 1

**VINUNIVERSITY
LIBRARY MATERIAL REQUEST FORMS**

Requested by:.....					Unit/Department/College:								
Position:.....					Date:.....								
No	Titles	Authors	Publishers	Edition/ Copyright year	ISB N/ ISSN ...	Categories <i>(for book titles, please specify text books or reference books)</i>	Format <i>(electronic or physical books, journals, database, etc.)</i>	No. of copies / no. of concur ent users needed	Courses the title is for	No. of students who will take the course	Time the course start	Link <i>(for refer ence)</i>	Additional requirements
1													
Requesting person <i>(Sign)</i>		Unit head					Dean/Vice Dean/ Director (FAS) <i>(Approved)</i>						

APPENDIX 2:

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Written by VinUni's librarian

Reviewed and approved by VinUni's Provost