



## LIBRARY REGULATIONS

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

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### I. PURPOSE

To provide guidance for library patron about the use of library materials, services, and facilities.

### II. LIBRARY REGULATIONS:

#### 1. Access Policies

Students, faculty, staff, and alumni can access VinUni library physical collection and online resources by using a validated university card with a VinUni email ID.

Staff from other Vingroup's P&Ls or VinUni's counterparts who wish to access library are welcome to apply for a VinUni email IDs/validated cards<sup>1</sup>.

#### 2. Opening Hours

Opening hours for the library will be posted at the main library entrance and on the library website.

##### 2.1. Main Entrance:

- Semester: Monday – Friday: 8 am - 9 pm  
Saturday - Sunday: 9am - 5pm
- Exam period: TBD
- Holidays: Closed

##### 2.2. 24/7 Learning Space: Open 24/7

##### 2.3. Entrance on the second floor: Open on special requests by VinUni leaders only

### 3. Borrowing, Renewing, and Return Policies

#### 3.1. Circulation Policies:

- Students, faculty, and staff of VinUniversity are required to have validated university ID cards/ email to borrow materials.

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<sup>1</sup> Follow the procedures by IT department/Operation Department

- Only print books can be checked out through the circulation desk or at self-service machines. All book loans are subject to recall.
- Audiovisual materials and print journals are uncirculated.
- All mercies regarding to fines and loan periods need to be approved by university leaders as regulated by the document of authorization.
- Patrons MUST return the borrowed books at the book return machine/circulation desk before the books are overdue. After returning, please keep the returning receipts.

### 3.2. Circulation Privileges:

User groups	Number of items	Loan Period	Renewals
Undergraduate students Study away students Exchange students	3	2 weeks	1 time
Graduate students/VinUni's faculty	5	1 month	1 time
Affiliated faculty VinUni's Full time staff/ Service - contract staff	3	2 weeks	1 time
Visiting students Guests/Interns/Alumni	0	0	0

- The renewal period is half of the original loan period.
- Renewals of library materials are allowed if there has been no request for that material by others. Materials that are not overdue can be renewed by phone, in person at the circulation desk, in self-check machine, or online. Overdue materials cannot be renewed.
- When the due date falls on a holiday or when the library is closed, the due date is adjusted to the previous day when the library is open.
- Books in Course Reserve collection are circulated for library use for 02 hours only (01 item/user/time).
- The loan period of 06 months will be applied for faculty who borrows the textbooks for course use if they have a verification email from Deans/Vice Deans (or Department Head for FAS).
- Patrons need to inform library staff at the circulation desk about any damages in the book before check-out.
- Graduating students must paid or return all library outstanding loans, fines and debts one month before the Commencement Day.

### 3.3. Making a book request

- Patrons can make a request via library catalog to borrow a book that has already been circulated to others. A book request will not be placed if:
  - The item is on reserve.
  - The item is lost, missing or non-circulating.
  - Patrons' borrowing privileges have been blocked or suspended.
  - A patron has reached their request limit (3 items for undergraduates, staff, or community borrowers, 5 items for faculty or graduate students).
- Library book ready for pickup will be kept for 5 days from the pick-up date. If it is not collected by the stipulated date, the request will lapse.
- Patrons must personally collect the library books on hold for them.

### 3.4. Recalls

All book loans are subject to recall after one week' usage. If an item is recalled, a Recall Notice will be sent to patrons via email. Patrons are requested to return books by a new shorter due date.

### 3.5. Equipment Borrowing:

Loan Period	Due time
4-hour loan	After 4 hours or 15 minutes before library closing, whichever comes first

- Patrons are only allowed to use the equipment inside the library.
- Equipment overdue for more than 5 days will be considered lost, and the borrower will be billed for replacement.
- Equipment must be returned directly to the library and received by a library staff member at the service desk. The library reserves the right to recall equipment for regular maintenance or for any reason the librarian may deem appropriate.
- Borrowers will:
  - Ensure that all equipment is complete and working before leaving the circulation desk.
  - Use the equipment at their own risk. The borrower assumes full responsibility for

proper and safety use of the equipment and no liability on the part of the library for any damage or harm done to the borrower, the borrower's work, materials and/or property due to faulty equipment and/or incorrect usage.

, Ensure that they have sufficient training and knowledge to properly operate the equipment being borrowed.

- Notify the library immediately if the equipment is not working properly.
- Be aware of the due date of the equipment loan.

### 3.6. Library Fines:

#### 3.6.1. Overdue fines

- Overdue fines (for borrowed/recalled books) accrue from the due date to the date when the item is returned or reported lost; or when the item is returned (if found afterwards) including day-off and holidays:
  - General book overdue fines: 20,000 VND/overdue day /document.
  - Course reserve fines: 20,000 VND/ overdue hour/document.
  - Equipment fines: 20,000 VND/ overdue day /equipment
- Students who have not paid a fine for overdue materials or equipment borrowing are not allowed to continue borrowing library materials or equipment.
- Students who delayed returning books for more than 30 days, in addition to late payment fees, will have to pay an additional fine equivalent to the commercial price of the borrowed document.
- Fines are collected at the time incurred.

#### 3.6.2. Repair/ Replacement fees

- Lost or damaged items should be reported to the library immediately.
- Borrowers will be charged for repair or replacement based on the condition of library materials as follows:

Conditions	Fees
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<b>Minor Damage:</b> Slightly damaged and repairable	
<ul style="list-style-type: none"> <li>• Book covers: Markings on the inside (less than 10 pages) or outside, or portions ripped off, etc.</li> <li>• Book pages: medium creases, tears, stains, writing, or liquid damage, etc.</li> <li>• Equipment: To be determined by Operation/IT department</li> </ul>	<p>200,000 VND/ item</p> <p>Patrons need to pay the repair fee to continue the borrowing privilege. Fee is collected at the time incurred.</p>
<b>Major Damage or Lost</b>	
<ul style="list-style-type: none"> <li>• Book cover is damaged or missing.</li> <li>• Pages are stained, missing, illegible, or warped.</li> <li>• Book is written upon or marked throughout.</li> <li>• Other conditions that render the book unusable, such as a strong odor.</li> <li>• Book is reported lost.</li> <li>• An audio-visual item is rendered unable to be read by devices.</li> <li>• Equipment is seriously broken and unrepairable.</li> </ul>	<ul style="list-style-type: none"> <li>• For documents available for re-order on the market (national and international): The fee is calculated by the purchased price of new documents and 200,000 VND administrative fee/document.</li> <li>• For documents not available on the market (national and international): The fee is calculated by 05 times of the original price.</li> <li>• For equipment: The fee is calculated by newly purchased price of the same or equivalent equipment and 200,000 VND administrative fee/equipment.</li> </ul> <p><i>Notes: Patrons may not keep a damaged item or lost items subsequently found after they have paid for replacement.</i></p>

### 3.6.3. Refund

If a student finds a previously lost material and returns it to the library after the student has paid the replacement fee, the fee will not be refunded.

### 3.6.4. Appealing Library Fines

- Library patrons will receive reminders to return or renew materials. Failure to receive this notice is not an acceptable reason to waive an overdue fine. Waiving overdue fines is only permitted for unforeseen circumstances (e.g., hospitalization or serious illness) which has made it impossible to return or renew library items on time.
- For appeals, please email the library at [library@vinuni.edu.vn](mailto:library@vinuni.edu.vn). Appeals will be handled on a case-by-case basis.

## 4. Patron Code of Conduct

- Patrons should keep library spaces neat, tidy and dispose of rubbish properly.
- Animals are not allowed except service animals.
- No bicycles, in-line skates, skateboards, or other similar items in the library.
- No feet on seats.
- Outstretched napping causing noise disruption is not allowed in the library.
- All computer uses inside the library must comply with "Student code of conduct and disciplinary policy and procedures" published by Student Affair Committee on January 18, 2021.

#### **4.1. Noise**

- Library patrons are asked to maintain an atmosphere conducive to study and research by limiting loud talking and other disruptive behaviors.
- The 2/F collection area is zoned for quiet individual study.
- Audio from personal media devices is not allowed in all parts of the library. Headphones must be used with all personal media devices. Mobile phones and pagers should be switched off or set to vibrate or silent. Mobile phones may be used only in the following areas: telephone booths, restrooms, and group discussion rooms.
- For formal photo shoots or video requests, please contact Library Administration directly by email at [library@vinuni.edu.vn](mailto:library@vinuni.edu.vn) for approval.

#### **4.2. Food or Drink**

- No food of any kind may be brought into the library, including fruit. Patrons who do not comply with this rule will be asked to leave.
- 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. Patrons are responsible for any damage to electric sockets and equipment caused by their drinks.

#### **4.3. Smoking and Vaping Prohibited**

- VinUniversity is a non-smoking campus, indoors and outdoors. Smoking or vaping is strictly prohibited in all areas of the library and in the library courtyard.

#### **4.4. Unattended Belongings**

- Personal belongings should not be left unattended. Patrons are responsible for any loss or damage to personal belongings that they leave unattended.
- Any laptops and other items, including checked-out library materials, which are left unattended on tables, desks, or chairs may be moved to Lost and Found at the circulation desk by library staff.

#### **4.5. Proper Use of Collections and Facilities**

- Patrons should handle library property carefully and may not mutilate, deface, or mark library materials in any way.
- Do not change settings on electronic devices without permission.
- Patrons are liable to pay the full replacement/repair fees for any damage to library property they cause either deliberately or through neglect.
- Patrons may not misfile or hide library materials for personal use.

#### **4.6. Additional rules for library's function rooms:**

- Reservations should be made in advance through Microsoft Outlook and will be scheduled on a first come, first-served basis.
- Do not arbitrarily move any property installed in rooms to different locations without permission. Immediately notify librarians when detecting any failures or unusual problems.
- Before leaving, users should ensure the library's function rooms are neat and tidy, turn off the light and air conditioner, return all loaned library equipment to the Circulation Desk.

##### **4.6.1. Group Discussion Room:**

- Group discussion rooms are used for academic purposes only.
- Reservation may be made on the same day or at most 01 week in advance. (except for special requests by faculty).

- The maximum period of a booking per group is 02 hours per session, 02 sessions per day. 04 sessions per week, all rooms combined.
- Booking will be cancelled and released for others to use if you arrived later than 10 minutes.
- There must be at least 02 people in the room during a session. If only one person is in the room for more than 10 minutes during the session, another group will be allowed to take the room for the remaining time in that session.

#### **4.6.2. Computer Room (A203):**

- Some of the iMacs may require a password to log in.
- Removing documentation, software, or use copying equipment and software on the iMacs are prohibited.
- Installing or downloading any software onto computers, modified the system, or destroying codes that may cause damage for iMacs are prohibited.
- Please respect the privacy of other patrons; do not try to access any files that belong to another patron.
- Please back up your data and protect your information.
- Please leave the station ready for the next patron. Leave the monitor on the login screen.

#### **4.6.3. One Button Studio (OBS) (A201), Semi-professional studio (A202), Innovation maker space (A204):**

- All projects must be completed during the hours that the library is open unless previously arranged with library staff. The Patron may request extra time for completion by emailing the staff in charge of the room.
- All patrons must carefully study the manual before using the recording equipment or other hardware. If you use the room alone and unsure how to use the hardware/equipment, please inform at least one other person about your plan to use it or ask the library staff.
- Observe and respect [all terms of use and safety regulations](#) regarding room use. Never use hardware if it is broken. If the equipment is broken, please inform staff immediately and book a subsequent session.
- Failure to observe the terms and regulations might result in loss of privileges to use the facilities.
- All projects and products of the project must respect all intellectual property laws.
- Please direct any question or inquiry regarding OBS, Semi-professional studio and Innovation maker space to the staff in charge of these rooms.

#### **4.6.4. 24/7 learning space**

- The 24/7 study area is available for VinUni's students, faculty, and staff use only.
- The after-hours entrance to the 24/7 study area is in the corridor on the same side as building C. During the library's regular business hours, it cannot be used to enter or exit the library.
- At the library's closing time, patrons will be invited to leave the library and then re-enter via the after-hours entrance by swiping your ID card.
- Under no circumstances should patrons swipe in or open the door for anyone, or prop open the door. This is a matter of security and personal safety. If patrons notice anyone giving access to unauthorized individuals or leaving the door ajar or have any other concerns, please call Security Hotline, or notify the security officer making rounds throughout the night.

## 5. Lost and Found

- Lost items onto Library will be turned in to Lost and Found of Library as soon as possible, but not later than the end of the day they were found.
- All lost items will be recorded in the online Lost & Found Logbook at the time they are turned in completely and accurately. Information in it will help to ensure items are accounted for and returned to the rightful owners.
- Library staff will take unclaimed IDs to Student Affairs Management once a week on Friday.
- Persons claiming lost items will be asked to describe the items and provide identification. Claimants must sign for items that have been entered into the Lost and Found logbook before the items will be released to them.
- Items in Lost and Found which are not claimed after 30 days are transferred to the Student Affairs Management,
- Items in Lost and Found such as beverages will be kept for 01 day before disposal.

## 6. Electronic Resources Use:

Paid electronic resources such as databases, e-journals and eBooks are covered by license agreements between the VinUni and individual providers. Therefore,

- The use of paid electronic resources at the library is limited to VinUni students, faculty, and staff unless allowed by the license agreement.
- Patrons accessing library databases off-campus will be required to log in with their VinUni ID and password.
- Patrons must use electronic resources properly; ensuring that materials retrieved from electronic resources are limited to personal and non-commercial purposes. Improper use generally includes, but is not limited to:

### **Excessive downloading:**

- Rapid downloading of multiple articles
- Continuous downloading of tables of contents, search results, or citations
- Downloading entire issues or volumes of an e-journal
- Downloading entire e-books or multimedia resources
- Using robots, spiders, or other automated programs to download subscription resources

### **Other license violations:**

- Sharing passwords with unauthorized patrons
- Redistributing information from online resources to unauthorized patrons
- Posting information retrieved or downloaded from an online resource to a listserv, on a website, or to an email list
- Reselling, redistributing, or reproducing any journal text, output, search result, or other information in any form or medium
- Redistribution of materials to non-subscribers or non-subscribing institutions

Unauthorized use of VinUni Library databases and other electronic resources can result in access being revoked for the entire university, and therefore will be disciplined as outlined in Section 15 below, or by referral to appropriate civil authorities.

## 7. Photocopying/ printing/scanning services

Photocopying/ printing/scanning services are provided for patron for research and personal study. Patrons must avoid any breach of copyright in using photocopiers, printers, and scanners

in the library. Users are fully responsible for any legal consequences concerning copyright that might arise from using the library' photocopiers, printers, and scanners.

Please see our [webpage on copyright](#) for more information. Please refer to [Vietnam Law on Intellectual Property](#) for details.

### **Solutions to violations of library regulations**

To aid in creating an atmosphere that is conducive to studying and learning, VinUni will impose sanctions/ penalties on students who found to have violated the library regulations pursuant to “*Student code of conduct and disciplinary policy and procedures*” published by Student Affair Committee on January 18, 2021.

### **8. Book Donation:**

The library welcomes gifts of books and other materials.

Conditions of Acceptance:

- Materials that are of good physical condition and support the current teaching and research programs of the university. A donation may not be accepted if the librarian determines that it will not enhance the collection (i.e., the book may be out of date, the library may already have a copy, or the book may not be appropriate to the collection emphasis).
- The library reserves the right to dispose of gifts not taken into the collection or to forward them to another library. Donations in all categories are at the discretion of the librarian.
- For a large volume of donations, donors are encouraged to prepare a title list to help the library check against duplicates and assess relevance. The list should include bibliographic details such as author, title, edition, publisher, and publication year.
- When appropriate, a bookplate will be designed and affixed to each of the donated items as a token of appreciation. A digital bookplate that bears the name of the thoughtful donor permanently linked to print and electronic book titles in VinUniversity Libraries’ online catalogue is also available at higher levels of sponsorship.

If you would like to donate items, please drop them off at the Circulation Desk (1st Floor) or mail them to: VinUniversity Library, Vinhomes Ocean Park, Gia Lam District, Hanoi.

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Reviewed and approved by VinUni's Provost

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