

N.B.: This translation of the Library Regulations has been supplied for the orientation of non-native speakers of German. Please note that only the original German version of these regulations is legally binding.

Regulations for the Use of the Libraries of the University of Vienna

Version of 28 September 2018

§ 1 General information

(1) These Regulations for the Use of the Libraries of the University of Vienna (henceforth: Library Regulations) govern the use of the libraries of the University of Vienna (henceforth: University Library). They apply to all locations and services of the Vienna University Library and Archive Services unit, with the exception of any specially regulated areas.

(2) The University Library's holdings comprise all its physical, digital and electronic information resources. The holdings of the University Library are the property of the University of Vienna, except for holdings owned by the Federal Government according to section 139, para. 4 of the Universities Act, items that are on loan from third parties and managed by the University Library as well as holdings subject to special licensing provisions.

(3) The University Library offers its users the following services:

- acquisition, indexing and provision of information resources for research, studying and teaching
- provision of its holdings to all members of the University of Vienna according to section 94, para. 1 of the Universities Act as well as to interested members of the general public
- provision of information using worldwide data networks (e.g. the Internet) and databases, including document delivery
- training to develop information literacy
- provision of reading rooms and infrastructure to users of the holdings of the University Library
- maintenance, indexing, academic analysis, exhibition and digitisation of valuable historic holdings, as well as archiving and provision of the digitised objects.

Some of the services mentioned above may be subject to a fee or to special terms of use or may require a library card.

§ 2 Using the Library

(1) Rooms of the University Library that are open to the public, including reading rooms and open-shelf areas, can be accessed during the Library's opening hours. They primarily serve research, teaching and studying purposes.

(2) Any natural person aged 14 or older is eligible to use the services of the University Library.

(3) Any person entering the premises of the University Library or using its services has to comply with the Library Regulations as amended, including any annexes.

§ 3 Opening hours and services

The relevant websites, notices or information leaflets provide information about the opening hours of the different library locations and the period of availability of individual services.

§ 4 Electronic resources

(1) The use of and access to electronic resources (e.g. databases, e-journals, e-books) is subject to the licensing agreements of the relevant providers and publishers.

(2) If electronic resources do not require authentication through your u:account, but rather through a separate ID and password for the log-in, the log-in details are stored in internal documents that are only accessible by the Vienna University Computer Center (ZID) and/or the University Library. If necessary, they can be provided to the user in accordance with the contractual provisions. Log-in details provided to the user may not be transferred to third parties.

(3) Users of the University Library who are not members of the University of Vienna may use electronic resources on the Library's premises, provided that the license terms of the publisher/provider allow it.

§ 5 Borrowing items

The following provisions apply to libraries that offer items that may be borrowed:

(1) Eligibility

The following persons are eligible to borrow information media and material:

1. all members of the University of Vienna;
2. all other natural persons aged 14 or older with an official place of residence in Austria

In exceptional and duly justified cases, persons whose place of residence is not in Austria may also be entitled to borrow items from the University Library. The decision has to be made by the head librarian.

(2) Proof of eligibility

Users have to provide evidence that they are entitled to borrow items from the University Library by presenting a personalised identity card.

The library card is issued free of charge to members of the University of Vienna. All other users have to pay a usage fee once a month or once a year. The fees regulations specify the amount of this usage fee as well as the groups of persons that are exempt from paying this fee.

(3) Issuing the library card

Persons applying for a library card have to fulfil the following prerequisites in addition to those specified in para. 1:

- personal written or electronic consent to the Library Regulations as well as to the automated processing of data in accordance with the data protection declaration
- provision of the master data specified in the data protection declaration of the University Library under 1.1.

Persons who are not members of the University of Vienna have to provide the following evidence to obtain a library card:

1. proof of identity (valid official photo identification card)
2. place of residence (official proof of residence)
3. declaration of consent and liability by a parent or legal guardian for minors having legal capacity
4. declaration of liability for other persons lacking the full contractual capacity.

The library card is issued in the form of an RFID photo card (henceforth: u:card). It becomes valid upon validation at one of the validation terminals. For the location of the validation terminals, please see the website of the University of Vienna.

The right to borrow items from the University Library is granted for a certain period of time. Persons who are not members of the University have to provide the evidence specified above once again when applying for an extension of the validity period.

(4) Rules for card holders

The library card is not transferable.

If users lose their library card, they have to immediately report its loss to the University Library.

Users must notify the University Library immediately if any of their personal data (name, address, etc.) change.

Persons who are not members of the University have to provide evidence by presenting the documents specified in para. 3.

The person to whom the library card is issued is liable for the improper use of the library card as well as for any disadvantages that arise for the University Library from non-compliance with the Library Regulations or from the provision of incorrect or incomplete data.

If the Library suspects the misuse of the library card, it may deny the user borrowing or using information media or material.

It is the responsibility of library users to manage their loans by means of their personal library account via the search engine of the University Library (u:search). They have to check the e-mail account associated with their library account for messages from the University Library on a regular basis. The Library communicates with members via the users' university e-mail addresses. To communicate with persons who have an active employment relationship with the University of Vienna, the Library uses the users' personal official e-mail addresses. This also applies if the users use other e-mail addresses provided by the University of Vienna as well.

(5) Further provisions for u:card holders who are not members of the University of Vienna

Persons who are not members of the University of Vienna have to provide the master data specified in the data protection declaration of the University Library under 1.1. to obtain a u:card. In addition, they have to provide a digital portrait photo. These data are transferred to the printing service that will print the u:card. In addition, they are stored in the University's internal card management system.

Users will receive their u:card by post. As soon as the u:card has been delivered, users have to validate it at one of the validation terminals. For information about the locations of the validation terminals, please see the website of the University of Vienna. The u:card becomes valid as soon as the users validate it.

If the right to borrow items from the Library has been extended, the users have to validate their u:card again.

If users lose or cannot find their u:card, they must immediately disable their card via the u:card service portal on the website of the University of Vienna. Users can also use this portal to enable the u:card again.

If the u:card has been lost or damaged, the users' personal data listed on the card have changed or any other reasons apply, the card holder may apply for a new u:card. In this case, the users have to provide a digital portrait photo again. Users have to pay a fee for issuing the new u:card in accordance with the fees regulations.

The u:card is printed after receipt of payment.

(6) Collection of information media or material by third parties

The collection of information media or materials by third parties is generally possible, provided that the card holder has granted the third party the authorisation to collect items for him/her in writing, using the relevant form. In addition, the third party has to prove his/her identity when collecting the items. The account holder is liable for the information media or material collected by a third party. A permanent authorisation to collect items may be granted. The card holder can revoke this permanent authorisation at any time.

(7) Deadlines and extensions

The University Library announces its conditions of borrowing items on the relevant websites or notices. In addition, users can see them on the search engine of the Library (u:search), after logging in.

In individual cases, the Library may shorten the loan period or recall items users have borrowed before the end of the loan period. If users fail to return items after the end of the loan period (even if the Library has changed the loan period after users have borrowed the items), they may have to pay reminder fees and overdue charges in accordance with the fees regulations.

Depending on the relevant conditions of borrowing, users can renew loans on information media they have borrowed, provided that no other library user has reserved the item, that the users have not reached the maximum loan period, that the users' library card does not expire in the near future and that no other valid reasons apply. Users can renew their loans before the end of the loan period via their library account.

Permanent loans are not possible.

(8) Number of information media that a user may request and borrow

The University Library announces the maximum number of information media that a user may request and/or borrow on the relevant websites and notices.

(9) Information media or material subject to restrictions of use or borrowing

Certain information media or material may be subject to restrictions of use or borrowing (e.g. archival material, journals, reference works, loose-leaf editions, unbound editions, large books, information media from textbook collections or works older than 100 years). The Library provides information about using these information media or material on the relevant websites, on notices as well as in person.

The University Library reserves the right to restrict the use or borrowing of information media or material in individual cases, notwithstanding the information provided on its websites, notices or in person.

(10) Returning items and overdue reminders

Users have to return information media and material (e.g. locker keys) they have borrowed unrequested by the end of the loan period at the library from which they borrowed them. Users cannot return items at any other of the University's libraries. Exceptions to this rule are published on the library website or notices. The Library may charge a fee in accordance with the fees regulations.

Any reminder service provided by the University Library is a voluntary service. Users have to return the items they borrowed by the end of the loan period even if they do not receive a reminder.

Users have to pay a fee (in accordance with the applicable fees regulations) for any information media or material that they return after the end of the loan period.

If users fail to return books or other material on time or have outstanding library charges, they may not borrow any other information media or renew their loans.

If users fail to return items they borrowed after receiving the third reminder or if they fail to pay outstanding library charges, the University of Vienna will take legal action. Costs incurred to the Library due to the reminder procedure or legal actions taken are borne by the library user. Users have to pay the overdue charges for the late return of information media and material in any case, even if they did not receive any overdue reminders.

Any alternative provisions for members of the University of Vienna concerning this section are published on the intranet of the University of Vienna.

(11) Reserve collections for the current semester

The special libraries can assemble reserve collections for the current semester for individual courses for a limited period. These reserve collections for the current semester may also contain information media from other special libraries of the University Library, provided that the relevant head librarian agrees.

The other special library may recall information media kept in a reserve collection for the current semester before the end of the semester.

§ 6 Inter-library loans

(1) The University Library can request information media that are not available at any other public library in Vienna via a national or international inter-library loan or via a document delivery service.

(2) The information media requested via an inter-library loan are prepared for collection either at the University Library, or in accordance with the lending library's conditions of borrowing or using, or through document delivery in compliance with applicable copyright law.

(3) Information media requested via an inter-library loan are subject to a charge in accordance with the applicable fees regulations. In addition, the library user has to cover any costs charged to the University Library by the supplying library. These costs are published on the library website.

(4) If users fail to return information media borrowed via an inter-library loan on time, they will receive an overdue reminder in accordance with section 5, para. 10 of the Library Regulations.

(5) Users of libraries outside of Vienna can also borrow items from the University Library via a national or international inter-library loan.

(6) National and international inter-library loans are based on IFLA (The International Federation of Library Associations and Institutions) agreements and on the "Empfehlung zur Abwicklung von Fernleihe und Dokumentenlieferung in Österreich" (recommendation on inter-library loans and document delivery in Austria) of the Vereinigung Österreichischer Bibliothekarinnen und Bibliothekare (association of Austrian librarians), unless agreed otherwise.

§ 7 Reading areas

(1) The University Library publishes the conditions of using information media and material in its reading areas on the relevant websites and/or notices.

(2) Users may not reserve study spaces or computer workstations when they are not using them. Exceptions to this rule (such as reservation systems at certain libraries) are published on the library website or notices.

The library staff may clear workstations that have clearly not been used for a longer time to enable other library users to use them.

(3) Using the reading areas and open-shelf areas is at the users' own risk. The Library assumes no liability for any objects left unattended as well as damage caused by third parties.

§ 8 Costs incurred to the Library that have to be borne by the user and fees

(1) The University Library determines the costs that have to be borne by the user and the fees it charges in consultation with the Rectorate and publishes them on its website and/or notices (fees regulations).

(2) Fees must be paid immediately. Library users may not demand cash payment.

(3) Any appeals against outstanding charges have to be raised and submitted in writing to the University Library within four weeks of imposing the charges.

(4) Any appeals against paid fees have to be raised in writing within four weeks of payment.

§ 9 Replacement of information media and material

(1) Users have to check whether the information media they would like to borrow are in proper condition and complete when they collect them. They have to declare any defects or damage immediately. Otherwise, the Library deems the information medium to be in perfect condition when users borrow it.

(2) If users lose an information medium or damage it through improper or excessive use, they have to replace it with an equivalent replacement copy. The Library also regards information media as damaged if they have notes in them or if they seem to be damaged by water.

(3) After consultation with the library borrowing the item, the University Library may replace lost or damaged information media or material at the user's expense. The Library may charge a fee for acquiring a replacement copy in accordance with the fees regulations.

(4) Users may not repair items themselves.

(5) The University Library may claim compensation for damages from the user for information media or material that show damage or defects within 30 days after they have been returned.

(6) If, within three years, the University Library finds an item again that has already been replaced by a replacement copy, the Library will inform the user and replace the original or the replacement copy at its own discretion. For this purpose, the Library has to be able to ascertain who the relevant user was, and the user has to claim the reversed transaction in writing. The copy is marked with a stamp labelling it as discarded.

If the users finds the original copy himself/herself, it remains the property of the University Library until it is marked with a stamp labelling it as discarded.

§ 10 Using computers

(1) The University Library offers a range of IT facilities (e.g. research PCs, book scanner), which are available to all users.

In individual cases, IT facilities provided by the University Library may be subject to special terms of use, which are announced on notices.

(2) IT facilities provided by the Vienna University Computer Center (ZID) on the premises of the University Library are subject to the ZID's terms of use.

(3) The following terms and conditions apply to the devices and IT facilities mentioned in section 10, para. 1: The devices are provided for the purpose of studying and research only. The library staff may shorten the period of use, if necessary.

Manipulating the hardware, making changes as well as attempted changes to the system and to network configurations are not permitted. Users may only use the preinstalled software. Users may not install software themselves.

(4) The use of any technical devices that are a nuisance to other users is not permitted.

§ 11 Training courses and guided tours

(1) For reasons of liability, a supervisor who is not an employee of the University Library must be present during guided tours and training courses if persons aged under 18 participate.

(2) The Library may charge a fee for guided tours or training courses in accordance with the fees regulations.

§ 12 Film and television recordings, events, advertisement

(1) Film and television recordings, photo shoots as well as events taking place on library premises require the written approval from the University Library. The University Library has to approve advertising activities, such as the distribution of flyers or putting up posters.

(2) The written approval specified in para. 1 may be subject to a charge. Personnel costs and expenses incurred to the University Library due to the activities specified in para. 1 will be passed on. Moreover, the house rules of the University of Vienna as well as the general terms and conditions for the organisation of events at the University of Vienna apply.

§ 13 Using reproductions in media

(1) In accordance with section 1, para. 1 of the Mediengesetz (Austrian media act) the use of reproductions of information media from the holdings of the University Library in media is permissible if copyright provisions are observed.

The “Universitätsbibliothek Wien” (Library of the University of Vienna), the name of the relevant library and the shelf mark have to be mentioned as the source. Any usage fee for the reproductions mentioned above depends on the type of use.

(2) Items digitised by the University Library may be subject to licensing provisions. Objects digitised as part of the E-Book on Demand Services (EOD) are subject to separate terms and conditions.

(3) The publication of pictures of the library premises in media in accordance with section 1, para. 1 of the Mediengesetz (Austrian media act) requires the approval from the University Library.

Any pictures of library premises published in media have to contain the reference “Universitätsbibliothek Wien” (Library of the University of Vienna).

Any usage fee for the publication of pictures of the library premises depends on the type of use.

§ 14 Violations of the Regulations for the Use of the Libraries of the University of Vienna

(1) The University Library may take the following measures if the user violates the Library Regulations:

- Verbal or written warning. The University Library reserves the right to document any warnings issued in writing in internal documents.
- The University Library may partially limit or revoke the user’s right to borrow or use its holdings.

(2) If the Library revokes the user’s right to borrow items, the user cannot claim reimbursement of user fees already paid.

§ 15 Disclaimer

- (1) The University of Vienna is not liable for any damages caused by incorrect, incomplete, delayed or cancelled services provided by the University Library.
- (2) The University of Vienna is not liable for any data loss or damage to private equipment brought along, caused by using the devices and IT facilities specified in section 10.
- (3) The University Library does not check data storage media for defects. Therefore, it gives no warranty and assumes no liability for damage (e.g. data loss, damaged devices) caused by their use.
- (4) Users have to comply with the relevant copyright provisions and other intellectual property rights. Therefore, users undertake to compensate the University of Vienna for any costs incurred in connection with court or extrajudicial legal disputes, regardless of their title, arising due to their unlawful use of the information media. Thus, users undertake to indemnify and hold harmless the University of Vienna from and against any claims.

§ 16 Data protection

The privacy policy of the University Library provides information about the handling of personal data.

§ 17 Entry into force

- (1) This regulation enters into force on 1 October 2018.
- (2) At the same time, the Regulations for the Use of the Libraries of the University of Vienna, University Gazette of 30 September 2008, 46th edition, number 390 cease to be effective.

Appendix

Regulatory rules and safety regulations

Using the University Library is subject to the house rules of the University of Vienna and the following additional provisions:

- (1) Users have to comply with the instructions given by library staff and other persons appointed by the head librarian. Users have to show them their library card at any time upon request.
- (2) Users have to treat the holdings, inventory and premises of the University Library with utmost care.
- (3) Users must refrain from any disturbing or dangerous behaviour on the premises of the University Library. Escape routes must be kept clear.
Users may not bring along objects that could endanger other people, the library holdings or the library inventory. Users may not leave unattended any objects they bring along.
- (4) Eating, drinking and using the telephone is generally not permitted in the library premises. In general, users have to leave outdoor clothing, umbrellas, bags and backpacks in the cloakroom. Exceptions to this rule are published on the website or on notices.
- (5) For control purposes, the library staff may request users to show them any information media or material when users leave the library premises.
- (6) When the library closes, users have to leave the library unrequested. In the event of an evacuation alarm, users have to leave the building immediately. Users have to immediately report any emergencies (accidents, acute medical emergencies, gross damage to the infrastructure, etc.) to the library staff.
- (7) The Library passes lost property to the lost property office if the market value of the found item exceeds EUR 10.00, or if it is evident that it is very important for the person who lost the item to reclaim it.

Other lost property will be disposed of.

(8) The University Library reserves the right to use video surveillance in individual rooms, within the scope of the statutory provisions. In this case, the Library will inform the library users on notices about the use of video surveillance.

Cloakroom regulations

(1) Users may only use the cloakroom lockers for the duration of their stay at the University Library.

Users may not leave money or valuables inside the cloakroom lockers.

As a general rule, users may not use the cloakroom lockers to store objects overnight. Users have to return the locker key on the same day. Exceptions to these rules made by individual libraries are published on the relevant website and/or notices. The responsible librarian has to approve individual exceptions.

(2) The Library may charge a fee for keys that have been returned late (see section 5, para. 10: Returning items and overdue reminders). In addition, users who lost the key have to reimburse the Library for the costs incurred through the acquisition and replacement of the lock. The amount of the costs is specified in the fees regulations.

(3) The University Library assumes no liability for objects that users leave in the cloakroom.

(4) The library staff is entitled to empty the cloakroom lockers at the end of the day or after the loan period for the locker key has expired. The library staff store any objects they find and hand them back to the user when s/he returns the locker key. Objects not collected within 14 calendar days will be passed to the lost property office. Perishable, malodorous or dangerous objects are disposed of immediately.

On behalf of the
Rectorate:
Vice-Rector
Hitzenberger