

Policy Title	Circulation and Reserve Policy
Responsible University Office	One Stop Services
Policy Owner	Libraries and Learning Technologies
Pertinent Dates	March 1, 2021

I. SCOPE OF POLICY

The purpose of this policy is to establish guidelines for circulating main library materials that are available for check out, as well as expectations for patrons prior to, during, and after borrowing/reserving materials from the library.

II. DEFINITIONS

Check Out: The act of recording the lending of a material to a specific borrower. A borrower is responsible for any material checked out to his or her patron record.

Circulation: The activities around the lending of the library books or materials to patrons.

Course Reserve: A library service by which faculty may set aside specific library materials, or may provide their own copies of resources, for use by the students of a specific course for a limited period of time.

Date Due: The date on which a borrowed material is due back at the library. Unless a material's loan period is expressed in hours, its date due means the material is due by the library's closing time on that date.

Hold: The act of a library user requesting that a material currently checked out to another borrower be set aside for the user upon its return.

Overdue: Any material which has not been returned and checked in by its date/time due has a status of overdue.

Patron Record: The aggregate of information resources which identify a specific patron's borrowing information, including but not limited to contact information (e-mail, phone number, etc.), patron activity (materials currently borrowed, requested, etc.), and fines or other charges incurred and/or resolved).

Recall: Library users may place recalls on books checked out to other people. The people to whom the materials are checked out are notified by mail that another library user wants the book. Recalled books must be returned within a short period of time, usually a week.

Renewal: The act of requesting that the loan period for a borrowed material be extended. Assuming the request is granted, the material's new date due is the same as if it had first been checked out on the date a renewal was requested.

III. POLICY STATEMENT

The AUC Libraries' Circulation and Reserve Policy governs the use of library materials at AUC Libraries. Access and borrowing privileges to materials are provided to full time registered members of the AUC community who own a valid ID card and who are in good standing. Each borrower assumes full responsibility for all materials charged to his or her account and for knowledge of and adherence to library policies concerning loan periods and penalties.

IV. RESPONSIBILITIES

Approved by: LLT School Council and LLT Dean

Managed by: LLT Associate Dean, Associate Director of One Stop Services

Applies to: AUC faculty, faculty spouses, students, staff, research assistants, teaching assistants, SCE instructors, alumni and external users

V. POLICY STANDARDS AND PROCEDURES

Borrowing

- Borrowing is non-transferrable; patrons are accountable for materials borrowed on their ID card and should not be lending their personal cards to others nor should they borrow materials on behalf of others.
- Patrons can borrow materials at the One Stop Service Desk in the Plaza level, or at a self-checkout unit on each floor, and are responsible for keeping track of due dates and for returning or renewing borrowed material by the date due.
- Patrons are responsible for library materials checked out to their account and for any fines incurred if borrowed materials are overdue or if a recalled material is not returned by the recall due date, whether or not they receive a notice.

Circulation Periods and Limits

Circulating materials may be checked out according to the following periods and limits:

One semester - 30 materials at any given time:

- Full Time Faculty
- Adjunct Faculty
- Emeritus Faculty
- Graduate Students
- Senior Administrators

28 days - 20 materials at any given time:

- Undergraduates
- Staff

- Research Assistants
- SCE Instructors
- Teaching Assistants

14 days - 5 materials at any given time (External Users):

- Alumni
- Faculty Spouses

Locating Materials

- If a material cannot be located in the stacks and is not checked out, patrons may submit a search request form [here](#). Full search may take several days after which patrons will be emailed with the results of the search.

Renewals

- All eligible materials can be requested for renewal, provided that they have not been recalled, requested or have been declared lost.
- Patrons can extend the loan period either [online](#) or at the One Stop Service Desk.

Holds

- To place a book on hold, patrons need to [email](#) the One Stop Service Desk.
- Materials held by another user will not be eligible for renewal.
- Returned material will be held for pick up at the One Stop Service Desk for one week, after which it will be returned to stacks for check out by other patrons.

Recalls

- All borrowed materials are subject to recall.
- Failure to comply with requests for recalled materials will result in suspension of borrowing privileges.

Returns

- Borrowed materials should be returned on or before the due date in the "Return Books" slot at the One Stop Service Desk or at the Pepsi Gate. Non-print materials (including but not limited to: DVDs, CDs, etc.) should be returned directly to the One Stop Service Desk.

Charges

Overdue Fines

- Fines for general circulating materials are calculated at EGP 5 per day, per material, for each day the library is open, with a maximum of EGP 300 per material.
- Fines for overdue recalled materials are calculated at EGP 10 per day, per material, for each day the library is open, with a maximum of EGP 600 per material.
- Overdue fines for media materials are calculated at EGP 15 per day, per material, for each day the library is open, with a maximum fine of EGP 400

Delinquency

- When 5 materials are kept beyond their due dates or library charges exceed EGP 100, the borrower's record will be ineligible for borrowing. Delinquent borrowers will not be allowed to check out additional materials or renew materials online until overdue materials are returned and charges are cleared.

Lost and Unreturned Materials

- If a borrowed material is lost, patrons should immediately [email](#) the One Stop Service Desk, to stop accruing overdue fines. Overdue fines accrued to that date will be charged along with the replacement cost of the material.
- If a material is more than 60 working days overdue, it will be considered lost, and patrons will be billed for the full replacement cost for the material plus the accrued overdue fines.

Damaged Materials

- If a borrowed material is returned damaged, patrons will be billed for repair or replacement.
- Charges for damaged materials are determined and assessed by AUC Library personnel based on the extent of damage and the format. Extensive damage may require full replacement charges for the material.

Replacement

- Patron may avoid replacement charges for lost or damaged materials by supplying the Library with a suitable replacement copy of the same or newer volume/edition of the borrowed material.
- Replacement fee for lost or long overdue materials is a standard fee of \$100 for English books, and \$25 for Arabic books, or their equivalent in EGP on the time of payment, in addition to non-refundable processing fees of EGP 50.

Appeals

- All legitimate objections related to library charges will be considered via [email](#). Problems that do not constitute a legitimate basis for appeal are:
 - Lack of knowledge of library policy
 - Lack of understanding of library policy
 - Disagreement with library policy
 - Inability to pay fines and charges
 - Failure to receive an overdue notice
 - Unwillingness to take responsibility for materials loaned to a third party, for example, loaning materials charged to the borrower for a classmate, family member, faculty member, etc.

Reserve

- The AUC Library's electronic and print course reserves provide access to supplementary course materials in support of the University's academic mission and academic programs.
- The reserves system operates within the limits set by the [LLT Copyright Policy](#). All requests submitted to the Library will be reviewed, and the Library reserves the right to decline requests that do not comply with its policies, terms of license, or applicable laws.
- The Library can inquire into the availability of any electronic book title, but electronic textbooks are rarely available to the Library for institutional access, so faculty should [email](#) the AUC Bookstore.
- The Library can support faculty to identify alternative resources, by sending an [email](#) directly.

E-resources

- With the expanded digital transformation, faculty can rely on electronic materials from the vast collection of licensed databases, e-books, EKB, and from the many sites with Open Educational Resources, including the [Open Textbook Library](#).

Requesting E-resources

- If the requested book is unavailable, a resource request should be submitted [here](#) and the Library can purchase electronic versions of requested materials if available at reasonable cost.

Digitizing Materials

- The Library can scan or digitize print materials, for articles and book chapters, within the copyright limitations and fair use, that is one chapter or 10% of the book pages.
- A scan request should be placed [here](#) three to four weeks before needed, and if available, LLT will work on it and make the electronic materials available to the faculty and their students.

Print Materials on Reserve

- Books owned by AUC library may be placed on reserve by submitting an online book reserve form (not currently available due to COVID-19), after including all bibliographic information of the material. At the end of each semester, all materials placed on reserve will be removed and returned to the stacks, unless otherwise requested.
- The library can put the faculty's personal copy of a book on reserve, but while the library will make every effort to safeguard materials, it cannot be responsible for any loss or damage of personal copies placed on reserve.

Charges

- Overdue fines on reserve materials begin to accrue on the day following the due date, during the library opening hours.
- Fines for overdue recalled materials on reserve are calculated at EGP 10 per hour, per material, for each day the library is open, with a maximum of EGP 600 per material.

VI. FORMS/INSTRUCTIONS (if applicable)

[Search Request Form](#)

[Renewal Request](#)

[Scan Request Form](#)

[Resource Request Form](#)

VII.APPENDICES (if applicable)

Collections Policy

VIII.CONTACT INFORMATION

Library One Stop Service Team
E-mail: circadmin@aucegypt.edu
Phone: +202-2615-4827/4826