



Library Rules and Regulations

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Contents

1. *GENERAL PROVISIONS*..... 3

 1.1. Concepts.....3

2. *DETAILED PROVISIONS*..... 4

 2.1. Libraries at the university.....4

 2.2. Library Membership.....4

 2.3. Library Users' Rights and Responsibilities4

 2.4. Custom Library Policies.....5

 2.5. Terms and Conditions for Using the Services.....6

 2.6. Restrictions and Suspensions of Individual Services.....6

3. *ANNEX*..... 7

1. GENERAL PROVISIONS

- (1) The purpose of these regulations is to ensure that Semmelweis University (hereinafter: University) printed and electronic documents owned by the University or accessible through it, and databases (library collections), thereby facilitating the fulfillment of the University's core missions—particularly its educational missions—and contributing to students' responsible use of the University's libraries and library collections, with due regard for one another's interests.
- (2) The scope of the present Rules extend to the following:
 - a) its scope of application extends to individuals who use university libraries.
 - b) its scope of application covers activities directly related to library use
 - c) its territorial scope covers all of the university's libraries listed in section 2.1.

1.1. Concepts

Registration:	The recording of personal identification information and residential address—which are required to use certain library services—in the library's designated database, and the payment of the registration fee in accordance with the fee schedule.
Fee Schedule:	The section of the custom library policy that outlines the services offered by the library and their corresponding fees.
Lending:	The loan of a book, periodical, or other library document held in the library's collection, as recorded in a separate register, to a user of a custom library.
Custom Library Usage Rules:	The detailed rules governing the use of the library in question, as well as any other provisions that these regulations authorize.
Library User:	A person who uses the library's services in accordance with the law or these regulations.
Library member:	A member of the university community, an external individual, or an organization that uses the services of the university libraries, which require registration.
Registration:	Collection of personal identification data required for free basic services.

2. DETAILED PROVISIONS

2.1. Libraries at the university

(1) Libraries at Semmelweis University

- a) the Central Library,
- b) the branch library of the Central Library located at the Center for Theoretical Medical Sciences,
- c) the Library of the Faculty of Health Sciences,
- d) the Library of the Faculty of Dentistry,
- e) the Mária Hári Faculty Library and Resource Center, located at the András Pető Faculty.

(2) The Central Library and the Faculty of Health Sciences Library are public specialized higher education libraries that are open to everyone, subject to the terms and conditions set forth in their respective custom library policies.

(3) At the András Pető Faculty, the Mária Hári Faculty Library and Resource Center, as well as the School Library at the Conductive Elementary School, are open to the public on a limited basis and may be used only by individuals specified in the library's specific rules of use.

(4) Unless otherwise specified in a contract or agreement, the libraries listed in paragraph (1) lit. b) and d) may be used exclusively by the university's students, faculty, researchers, and other employees.

(5) Individual educational units may decide on the management of their book and journal collections; all rules governing the use of these collections must be set forth in the unit's organizational regulations.

2.2. Library Membership

(1) Library membership is established upon registration.

(2) The following individuals are eligible for free enrollment:

- a) a student at Semmelweis University, upon the commencement of their student status,
- b) upon the commencement of the legal relationship of an employee of Semmelweis University who is employed under a healthcare service contract or an employment contract,
- c) a person employed by Semmelweis University under a contract for services, unless the contract for services provides otherwise,
- d) a person named in a contract or agreement relating to this matter,
- e) in the case of public libraries, the following are also authorized:
 - ea) An external person over the age of 70,
 - eb) employees of other libraries, archives, or museums who provide proof of their employment status at registration,
 - ec) other persons specified in the custom library usage policy.

(3) In the case of public libraries, students from other institutions are eligible for a 50% discount on the registration fee, provided they can verify their valid enrollment status at the time of registration.

2.3. Library Users' Rights and Responsibilities

- (1) Library users may direct any comments, complaints, or suggestions regarding library services to the library services manager or director with jurisdiction as specified in Section 2.1, Paragraph (1). Complaints submitted must be investigated within 21 calendar days, and the complainant must be notified of the results of the investigation. The entire process may take up to 60 days.
- (2) By entering the library, library users agree to abide by the library's rules and regulations and the specific policies of that library. A library user may request amendments to these regulations and their annexes from the head of the library with jurisdiction as specified in Section 2.1, paragraph (1).
- (3) It is the duty of every library user to use the library's documents, equipment, and furnishings for their intended purpose and to preserve them in good condition.
- (4) Users and borrowers are financially responsible for documents used on-site or borrowed from the library. Any person who intentionally or through negligence damages documents, computers, or equipment must compensate for the damage caused.
- (5) The following are prohibited in the library's reading rooms and computer labs:
 - a) reservation,
 - b) making phone calls,
 - c) consumption of food and beverages; an exception to this rule is liquids brought in sealed containers (bottles, thermoses, etc.).
- (6) The following is prohibited throughout the library
 - a) smoking,
 - b) the use of mind-altering substances—including, but not limited to, any type of alcohol or drugs,
 - c) any other conduct that interferes with others' normal use of the library.
- (7) The library may refuse to provide services to anyone who owes money to the library or who violates the rules governing the use of the library. For the first offense, the suspension applies to the library where the library user committed the offense in question.
- (8) The head of the library in question—taking into account all the circumstances of the case, as well as any prior incidents—shall decide on the duration of the suspension and determine the scope of the suspension and the range of services from which the user is barred. The library user may file an appeal against the decision within 15 days.

2.4. Custom Library Policies

- (1) The terms and conditions for using the libraries listed in Section 2.1 are set forth in the respective library usage policies, which can be found in the University's regulations repository.
- (2) The library rules govern the following conditions:
 - a) the library's hours of operation, time restrictions on its services,
 - b) the expected conduct and behavioral standards in certain areas of the library,
 - c) the procedure for verifying eligibility to use the library,
 - d) the detailed terms and conditions for using certain library services,
 - e) the amount of the fees payable for the services provided by the library,
 - f) the procedures for suspending and restricting library services.
- (3) The adoption and amendment of individual library usage regulations shall be approved by the rector within 30 days, following the chancellor's financial countersignature, based on a

reasoned proposal from the library director specified in Section 2.1. The library director is responsible for ensuring that the approved library regulations are published in the university's regulations compendium by submitting them to the Directorate General for Legal and Administrative Affairs in electronic PDF and Word formats.

2.5. Terms and Conditions for Using the Services

- (1) The following qualify as a basic service:
 - a) visiting the library,
 - b) on-site use of the collection designated by the library,
 - c) the use of inventory-taking tools,
 - d) information about the library and the library system's services and resources.
- (2) All library users may use the library's basic services free of charge.
- (3) Any library member may borrow documents designated for circulation free of charge. Library members who are university students may use the library's computers, subscription databases, journals, and other electronically accessible documents free of charge.
- (4) The custom library usage policy defines the types of materials that may and may not be borrowed, the maximum number of items that may be borrowed by type and in total, and the loan period.
- (5) The library services can be used if the conditions are met. Prior to using the service, library members are required to verify their eligibility—in particular, their status as university students—upon the library's request.
- (6) The validity of library membership and compliance with the terms of service must be verified in all cases, particularly when borrowing materials and when using certain additional services where such verification is warranted.
- (7) A person whose access to the services has been restricted or suspended may not use the services.
- (8) The custom library usage policy lists the various additional services and their fees. These services may only be used after payment of the fee specified in the individual custom library usage policy.

2.6. Restrictions and Suspensions of Individual Services

- (1) In the event of an incident that threatens physical safety or property security, or that renders the operation of services impossible, or in the event of any force majeure, any service may be suspended; in extreme cases, the evacuation of the library may also be ordered. The security officer on site or a library staff member designated for this task is authorized to make the decision specified in this paragraph.
- (2) In certain cases specified in the custom library usage policy, individual services may be restricted or suspended.
- (3) A complaint can be filed regarding an unjustified interruption of service. In the case of libraries specified in Section 2.1 paragraph (1) lit. a) and b), the person responsible for adjudicating the complaint is the director of the Central Library; in the case of libraries specified in Section 2.1 lit. c) – e) the head of the faculty operating the library or the staff member entrusted with the library's management.

3. ANNEX

Annex 1: Audit Trail

Annex 1

Audit Trail

I. Handling Complaints and Comments Regarding Services								
	steps in the process	preparation steps	responsibility levels					documents produced as a result of the process
			task host	verified by	method of verification	approved by	method of approval	
1	submitting a complaint or comment (collectively: report)	review of the report	recipient	n/a	n/a	n/a	n/a	forward the report to the service manager/library director
2	investigation of a report	review of a report based on its content	a person designated by the service manager or library director	service manager or library director	consultation, expression of opinion	n/a	n/a	a report on the problems identified, along with recommendations for necessary actions
3	action taken in response to a report, if necessary	preparation of an action plan	the person designated to handle the matter	service manager or library director	accountability	library director	approval	approved action plan
4	notifying the applicant (or the Student Union, in the case of university students)	preparing a reply letter	the person designated to handle the matter	service manager or library director	accountability	library director	signature	response letter/entry in the electronic complaint-handling system or in a logbook

Chapter II Restrictions on Library Use, Suspension								
	steps in the process	preparation steps	responsibility levels					documents produced as a result of the process
			task host	verified by	method of verification	approved by	method of approval	
1	Detection of non-compliance with the regulations	Based on a report or an observation by a library staff member or the doorman	library staff member, receptionist on duty, receptionist	other library staff members present, reception staff	coordination	n/a	n/a	record of a verbal warning issued to a library user
2	detection of repeated or serious violations of the regulations	review of relevant documents	a library or front desk employee on duty	the appropriate library staff member	consultation, expression of opinion	n/a	n/a	forwarding a proposal for action to the service manager/library director
3	decision on restricting library access rights	substantive review of a proposed course of action	service manager or assistant librarian	library director	consultation and expression of opinion by the Student Government	library director	decision	memorandum on the approved decision
4	restriction on library access	drafting a letter restricting library access	the library staff member assigned to handle the matter	service manager or library director	accountability	library director	signature	notice/decision containing a statement of reasons

Chapter III Amendment to the Library Rules								
	steps in the process	preparation steps	responsibility levels					documents produced as a result of the process
			task host	verified by	method of verification	approved by	method of approval	
1	identification of circumstances requiring modification	receipt of a notification or proposed amendment	recipient	librarian in charge	document verification	n/a	n/a	forwarding documents to the service manager / to the library director
2	assessment of the need for amendments	circumstances, substantive review of proposal(s)	the person designated to handle the matter	service manager / library director	consultation, expression of opinion	n/a	n/a	submit a proposal to the library director regarding the proposed change
3	decision to propose an amendment	review of documents, technical consultation	service manager / library director	library director	consultation, expression of opinion	library director / dean	approval	memorandum on the approved proposed amendment
4	submit a proposed amendment	drafting of the proposed amendment and its justification	library director / dean	the Chancellor:	financial approval	chancellor	signing, ordering publication	new or revised Library Policy