Academic Department

Access & User Services Procedures

ProceduresManual_AUS_PRO_V1.01

December 2024

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Department	Library Management	Approval Date	2024/11/23
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1. PROCEDURE MANUAL STATEMENT

The document provides detailed information on the procedures that manage expectations and behaviors in the access to resources, facilities and delivery of services provided by MBZUAI library.

2. SCOPE

This procedure operationalizes access to resources and services, describes expected behaviors and measures for managing these, involves administrative processes beyond the library, and is applicable to the entire MBZUAI community and external users.

3. ACCESS & USER SERVICES PROCEDURES

3.1 Access and user services

3.1.1 MBZUAI library provides access to the MBZUAI community for the purpose of study and research for the following category of users:

   i.   Enrolled MBZUAI students, current faculty, researchers, and staff.

   ii.   Alumni of MBZUAI are welcome to visit the library during regular opening hours and use the library facility, the print and the online collection on the library premises. The Library also provides support to alumni through email and the library online chat.

   iii. Visitors including visiting researchers, external faculty and other guests who have applied for and received written approval from the Head of Library are welcome to come to the library during regular opening hours and use the library facility, the print and the online collection on the library premises.

3.1.2 Users library accounts (students, faculty members, researchers and staff) are created and updated in the Library Management System in advance of the start of a teaching term and on regular basis.

3.1.3 All library accounts are closed/updated (but not deleted) by the library as part of graduation cycles, termination of employment, and service periods. Access to electronic resources off campus is terminated accordingly and in consultation with MBZUAI IT department and as required by licenses.

3.1.4 Patrons are required to provide university-provided identification, on request and as required, for access to physical resources and collections. Visitors are required to provide proof of approved access from the Head of Library

3.1.5 Access to electronic resources is available 24/7, on and off campus, to authorized users and requires the use of MBZUAI login credentials. Approved visitor and alumni access to electronic resources onsite is managed separately, and as needed through the library's available kiosk for visitors.

3.1.6 Only eService requests with valid MBZUAI email accounts are accepted through emails, online chats, and filling the available online forms.

3.1.7 MBZUAI alumni have access to onsite use of the library's physical collection, reference services,

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and may access library databases in the library and as determined by license agreements.

3.1.8 Library privileges for approved visitors include onsite use of print collections and research databases, as determined by license agreements.

    i.   Emails should be sent and will be reviewed by the Head of Library and must include a copy of a valid Emirates Identification card.

    ii.   Privileges are valid for one month and may be renewed for a further period, by sending a new email to the Head of Library.

    iii.   The granting of privileges is at the discretion of the MBZUAI Library and may be revoked at any time.

3.2 Borrowing Privileges

3.2.1 MBZUAI library policies support equitable access to resources and facilities and regulations are prepared by the Head of Library Management in consultation with appropriate stakeholders, reviewed and approved by the Academic Committee, made available in published university materials, and posted onsite and online by the library.

3.2.2 Materials are checked out and returned at staffed circulation desks or through available self-service systems.

3.2.3 Patrons' circulation records are available for their viewing through the online My Account service and may be used to review materials checked-out, , and manage renewals.

3.2.4 Patrons are responsible for all items checked out with their names. Overdue notices are sent as a courtesy, and all patrons remain responsible for keeping track of due dates and returning materials and equipment on time.

3.2.5 Faculty and staff may arrange for pre-approved proxies to collect and deliver loaned material but remain responsible for items checked out on their names.

3.2.6 Patrons may request a hold on an item currently checked out to another patron. Requests may be managed online or in person at the library. Once the item is returned the requesting patron will be informed and has three days to collect the item from the circulation desk.

3.2.7 The library may recall any checked-out item after a minimum of one week, regardless of the borrower's status and standard loan period. Patrons who receive a recall notification should return the item to the library by the revised due date to avoid fines.

3.2.8 All items may be recalled for inventory purposes at the end of each semester.

3.3 Library Services

3.3.1 MBZUAI patrons can expect library services delivered in person or online, on request or mediated through faculty. Requests for service may be managed online through the library's eServices portal or through any other channels of communication available to the library. Services are evaluated through various tools including surveys and usage statistics

3.3.2 Library opening hours support access to physical resources, facilities, and library services and to support study and research needs. Library hours are determined by student needs and library staffing capacity and will be reviewed periodically

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3.3.3 Community-wide support

i. The library promotes reading, training and awareness of new resources and tools, as available and relevant to the university's mission, through the library's dedicated email account, website, and all communication channels provided by the university, including social media.

ii. Patrons are encouraged to submit recommendations for new resources through the library's eServices portal.

3.3.4 Academic program support

i. Course Reserve services support shared access to high demand materials available in print.

    a. MBZUAI faculty may place library or personal material on Course Reserve for a specified period, for the exclusive use of their students. Faculty may submit requests online or in person for items in the library and will be notified when an item is available for course reserve circulation.

    b. All items placed on course reserve must abide by UAE copyright laws and international copyright conventions and practices.

ii. Links to electronic course material are posted on the course materials guide developed by the library and on MBZUAI course management system by faculty. Posting of copyrighted library material that falls outside use specified in license agreements and copyright, as described by UAE copyright statutes and international copyright conventions and practices, is not permitted.

    a. The library publishes a guide on the use of copyright material in the library and the classroom to inform faculty.

iii. Course materials support

    a. The library supports course materials needs as described in the Collection Management Procedures.

    b. The library may place limited copies of course materials available in print for the exclusive use of students enrolled in a course. Items placed on Course Reserve are issued to students according to the periods agreed with faculty.

    c. The library publishes the availability of course materials on the library website at the beginning of each teaching semester.

3.3.5 Graduate and Faculty Research Support

i. An Interlibrary Loan and Document Delivery Service (ILL/DDS) is provided to support access to resources required for research and that are not available through MBZUAI library:

    a. Faculty and students may complete their requests online through the library's eService portal and should provide the necessary bibliographic information. Requests are also accepted by email.

    b. Document delivery services can be expensive, especially for datasets requests, and request quotas may be applied when appropriate. Approval of chair of department of faculty members might be requested when needed.

    c. Materials obtained through ILL are provided at the discretion of the lending library, are

protected by copyright, and are intended for individual use.

    d. The library observes standard practices in the delivery of ILL services, including the Commission on New Technological Uses of Copyrighted Works or CONTU guidelines, where applicable.

  ii. The library offers and provides research and resource instruction and support through scheduled classes, individual consultations, and online guides, in person and online, to MBZUAI students and faculty.

    a. The library sends regular invitations to all faculty on available instruction, notifications of the compilation of course/topic guides to support lesson planning, and new resources and tools.

    b. Requests for library workshops, reference and research support, compilation of resource guides are accepted throughout the year, may be completed, and submitted online or through other communication channels provided by the library.

  iii. The library provides scholarly communication support for MBZUAI faculty and researchers:

    a. The library provides guidelines to support the digital repository of faculty scholarship and student theses and dissertations on MBZUAI's Digital Library and according to the MBZUAI Open Access policy.

    b. The library provides and promotes tools and publishes guides to support information on scholarly communication and research impact tracking.

3.4 Patron Responsibilities

3.4.1 All patrons are expected to acquaint themselves with the library's regulations and failure to observe them may result in the suspension of library privileges and/or other disciplinary actions as appropriate.

3.4.2 Library patrons have the right to request assistance from library staff to ensure that fellow patrons observe regulations and maintain an environment that is safe and conducive to study and research.

3.4.3 Library patrons must request and receive written permission from the Head of Library Management for photography and video recording in the library.

  i. Further written permission is required from library users captured in photos and recordings.

  ii. Further permission may be required for capturing or recording copyright protected library materials, and that falls out of fair use.

5. DEFINITIONS

Terminology	Definition
Desk copy / Examination Copy	A copy of a textbook provided by a publisher directly to an instructor, free of charge. An examination copy may be made available by a publisher on request to an instructor before a university adopts a textbook for a course. A publisher requires that a university adopt a title for a course before a request for a desk copy is accepted.
Interlibrary loans	Interlibrary loan (ILL) is an essential service that supports the research and teaching needs of the university. It may be a reciprocal service and

	includes the lending/borrowing of physical items (such as a book or DVD) or document delivery (electronic copy such as a PDF) of a journal article. Lending physical items falls within the scope of the first sale but electronic copies imply reproduction and must follow fair use guidelines. Additional practices are provided by CONTU guidelines.
Textbook	An edition of a book intended for the use of students enrolled in a course of study and preparing for an examination. Textbooks have a shorter lifecycle than scholarly books.
Walk-in use	To comply with license agreements, the library must limit access to users as defined in each agreement. License agreements identify authorized users as current staff and enrolled students but may allow for walk-in use. Walk-in users must be approved by the library and fulfill membership conditions. Walk-in use allows for access to electronic resources on-campus only and use remains limited to study, teaching, and research purposes.

6. DOCUMENT CONTROL INFORMATION

Version number	File Name	Responsible Role	Comments	Date of change
V01.01	ProceduresManual_AUS_PRO_V1.01		Review actioned, minor changes and Fines section (3.2.9-3.210-3.211-3.2.12-3.2.13) removed as we do not charge fines.	DEC 2024

Approval List

Approval List: ProceduresManual_AUS_PRO_V1.01				
Sequence Number	Sequence Roles	Responsible Role	Comments	Date
1	Policy Owner	Reviewer	Initiator	2024-12-12
2	Department Director	Endorse n/a minor change	Endorsed	2022-11-23