

ADA University Library Information Resources' Use Policy and Procedures Document No. LPPC117

Created: 01.02.2017

Last modified: 16.08.22

ADA University Library provides library and information services to ADA University community and external users.

Circulation Services of the ADA University Library and ADA School Library oversee the services and activities surrounding the lending/renewing of library physical resources and other materials to users, as well as managing the collections, study rooms and the rest of the physical areas of the Library building.

Paragraph 1. Circulation Services

Circulation Services Unit is one of the key units of any library and fills two important roles:

1.1 Circulation control - Circulation philosophy and control system of the ADA Libraries involve:

- guaranteeing to the clientele equal and fair access to the library's collections;
- to easily determine the location of each book in the collection;
- must be easy for borrowers to use and for the library personnel to operate;
- must be reliable and accurately record transactions and circulation statistics for reports;
- must be functional for different circulation activities, such as identifying borrowers, retrieving available and borrowed materials when needed, preparing the lists of overdue books and sending messages to patrons about overdue materials, request notifications, etc.

1.2 Public relations - the main public service points at ADA Libraries are the **Circulation Desks**. Because of its central role in providing service to library users, a large share of the responsibility for good public/customer relations are maintained by the circulation staff. There is a growing need to understand cultural diversity and provide good-quality service to various groups of users. In order to develop positive customer relations, circulation staff members are required to apply rules and regulations with fairness and flexibility, to treat each customer as an individual with important needs, and to accurately perform routines aimed at providing efficient library information services.

Paragraph 2. Circulation Services Operations

- Receiving and processing account activation requests both for access to ADA Library "My Account" service (borrowing privileges and access to subscribed e-databases), as well as for access to Ebook Library;

- Lending materials to library users (books, magazines, journals, audiovisual resources, etc.; and headphones, pens, pencils, markers, rulers, flash drives, converters, USB drives are also available at the Circulation desk for on-site use);
- Borrowing procedures, checking in materials returned or renewing them;
- Basic search on **'Library Discovery Tool'** and recommendation of the available print literature on certain topics;
- Monitoring materials for physical condition and routing them to the appropriate staff for technical processing;
- Operating circulation technology systems by using library circulation software, and helping users with printing, scanning and copying issues, as well as assisting them in using smart boards, self-check machines, searching kiosks etc.;
- Managing the use of the library group study rooms reserved by the users (students, faculty and staff), and/or assisting the patrons in reserving them online;
- Receiving textbook and book requests in special request forms sent by the schools, faculty and staff;
- Building Course Reserves collection on requests made by the Schools (SB, SPIA, SITE, SE, SL and ADA High School) for Fall and Spring semesters and for Summer term;
- Common and individual correspondence with library users via e-mail (renewal requests, overdue notices, penalty notifications, notices on changes of open hours, etc.);
- Inspection and inventory of the library collections with Library Digital Assistant (DLA) devices. The 3M DLA is a cordless, handheld device that instantly reads RFID tags on library materials, which makes shelf reading, shelving, sorting, searching, weeding and exception-finding routine tasks in the library;
- Managing and organizing training sessions for library interns;
- Library tours for different groups of people – for newly admitted students on Orientation days, for prospective high school pupils, students and parents on Open Door Days and ADA University Promotion Days; for specialists, diplomats, foreign guest, trainees and others, visiting ADA Campus on different days;
- Registration and orientation of the external visitors (e-mail correspondence, interviews, brief information about the library and its policies);
- Registration of the events organized or attended by the library staff;
- Resource awareness activities, such as display case exhibitions on special historical and cultural days;
- Preparing online tutorials for patrons for enhancing the usage of library resources and services;
- Designing and publicizing online surveys on library services to improve and optimize the library usage;
- Collecting statistics on library use, i.e. patron transactions, material checkouts etc.;
- Informing the Facilities and Management Services about daily problems that occur with the building's infrastructure;
- Updating existing and creating new library policy and procedures, request forms in concert with new university guidelines, policies and procedures to meet current requirements of the ADA community and library patrons.

Paragraph 3. Library Physical Collections: Loan Periods and Terms of Use

Main subject areas reflected in ADA University Library's physical collections include social sciences, humanities, diplomacy, history, philosophy, law, business, economics, accounting and finance, information technology, IT and engineering, education management, language and literature, and other sciences.

3.1. Open shelf resources

- General Collection – includes variety of physical information resources on different topics to contribute to academic success, research and lifelong learning needs of the ADA University community – 3 weeks' (21 days) loan period;
- Repository Collection – includes additional copies of the General Collection print resources - 3 weeks' (21 days) loan period;
- Fiction Collection – includes easy to read and popular fiction books and literature – 3 weeks' (21 days) loan period;
- Audiovisual Collection – contains both audio and video format items covering a variety of subject areas – 1 week's (7 days) loan period;
- Documents and Reports – contain books and other materials mainly with statistical content – 1 week's (7 days) loan period;
- Rector Hafiz Pashayev's Special Collection – mainly contains books that were presented by the authors themselves or by institutions to Hafiz Pashayev, the Rector of the ADA University – for use only in the Library;
- Thomas Goltz's Special Collection - is a private collection of books donated to Library by Thomas Goltz, the Honorary Doctor of the ADA University, who is an American author and journalist best known for his accounts of conflict in the Caucasus region, specially in Azerbaijan during the 1990s – for use only in the Library;
- ADA Publications – is a collection of print resources published by or with the support of ADA University – for use only in the Library;
- Corporate Social Responsibility Projects Collection – mainly contains international publications (textbooks, monographs, research works, etc.) translated into Azerbaijani language and published by different local/international corporations, within the framework of social responsibility projects - for use only in the Library;
- Reference Collection – contains materials, such as general and specialized dictionaries and encyclopedias, almanacs, atlases and more that support research in the fields of the social sciences, humanities, diplomacy, history, law, business and etc. – for use only in the Library;
- Periodicals Collection – is located on the lower level and provides access to number of journals/magazines and newspapers in print format – for use only in the Library.

3.2 Course-related resources

- Course Reserves Collection – contains course-related textbooks and other print materials, such as book chapters, articles, class handouts, etc. – 2 hours’ loan period and possibility of borrowing for overnight/weekend/holiday use when library is closed (see paragraph 5);
- Course Reserves, Instructor Copies Collection – includes instructor/professor copies of the textbooks and other course materials – can be checked out only by Faculty for the period of 6 months (180 days);
- Test Preparation Manuals – contain manuals, which help prospective test takers prepare for several types of standardized tests – 1 week’s (7 days) loan period;

3.3. Resources on request

- Theses Collection – includes theses and dissertations defended by the ADA University graduates – for use only in the Library;
- Internal Collection – includes disputable print resources which can be checked out upon request (special request form filled out and signed by an academic supervisor) - 3 weeks’ (21 days) loan period;

Paragraph 4. Additional services and conditions

4.1. *Off campus usage* of ADA University Library resources is **only** granted to ADA students, faculty and staff members.

4.2. *Renewal of resources*: Patrons may renew borrowed library books twice, if another patron has not requested them. Books may be renewed in person, via the [My Library](#) section of the Library website, via Self-check machine installed in the library building or via sending an e-mail request to library staff, before or on the due date.

4.3. *Recall Policy*: All books are subject to recall after one week if requested by another borrower.

4.4. *Penalties*: All library items borrowed for a stipulated period should be returned or renewed on time. Fines for overdue library resources are regulated according to the **ADA University Library Penalties (DOC. No. LP CS 17-2)** policy.

Paragraph 5. Textbook Borrowing Procedures

Course Reserves Collection contains course-related textbooks and other print materials, such as book chapters, articles, class handouts, etc. for the courses of the current semester and the main location for it is the Circulation desk area. Borrowing options for Course Reserves Collection materials:

- For two hours during the day;
- For overnight/weekend/holiday when the library is not operating.

5.1. Two hours’ use:

- Loan period for the textbooks from the Course Reserves Collection is two hours' (daily) use during the operation hours of the library. If there are not other requests the user may renew the item.

5.2. Overnight/weekend/holiday use:

- The textbooks may be checked out for night/weekend use one hour before the Library is closed and must be brought back the next day up to one hour later after the Library is open;

Note* *Monday-Friday no later than 10:00 am; Saturday - 10:00 am; Sunday 11:00 (according to semester period)*

In cases when the Library has more than 2 copies of the textbook, and there are not many requesters, then the librarian can give it for night/weekend use 2 hours before the library is closed.

- The textbooks can be reserved by students for night use only during the current day and the same student cannot reserve the same textbook every day for night use. If there is not other requester, then the policy allows the librarian to let the student take the textbook home for night use again;
- The student who reserved the textbook for night use has limited privileges to use the same textbook for two hours during the day. If the textbook is not requested by other users, then he/she may take the book to use it hourly during the day, but the librarian has the right to recall the textbook to lend it to other students;
- The textbooks returned in the morning cannot be renewed by the student immediately. It is necessary to wait for one hour, and if there is not any other requester then the same student can borrow the item for hourly use.
- The students bringing back the Course Reserve Collection's books later than one hour after the due time are given oral / written notices and warnings about returning the items on time. If the students have 3 notices then they are committed to be blacklisted and fined by the librarian according to the fine rate indicated in the **ADA University Library Penalties (DOC. No. LP CS 17-2)**.

Paragraph 6. Library Electronic Information Resources: Loan Periods and Terms of Use

6.1. Database resources

- Electronic information resources retrieved from databases is downloadable, can be used either online or offline;
- According to ADA University Library database selection policy, library can acquire, and has annual and licensed access to databases;
- The content type: information delivery in PDF, HTML, JPEG and in other electronic formats.

6.2. Digital Library resources

- Electronic information resources retrieved from digital library is downloadable, can be used either online or offline;
- According to **ADA University Library electronic resources collection development policy** (DOC. No LPPCR818) e-books can be purchased or loaned from the subscribed digital libraries;
- The content type: information delivery in PDF, HTML, JPEG and in other electronic formats.

Paragraph 7. User Privileges

7.1. ADA University Students

Borrowing and access privileges:

- ADA University students may borrow up to 5 items at once, including all circulated library information resources;
- Access to library physical collections (print books, serials, journals, newspapers, audiovisual materials);
- 24/7 access to e-books: Ebook Library and other online digital libraries, which include full-text e-book collections;
- 24/7 access to online databases that include full-text e-book and e-periodical collections;
- Reference and instructional support for academic research and writing, information literacy courses;
- Borrowing and in-Library use of headphones, pens, pencils, markers, rulers, flash drives, converters, USB drives and other stationery;
- Access to Library's facilities, as well as computer workstations, Internet access, group study rooms etc.

NOTE: All library items borrowed for a stipulated period should be returned or renewed on time, otherwise the user will be charged according to the **ADA University Library Penalties** (DOC. No. LP CS 17-2) policy.

7.2. ADA University Faculty

Borrowing and access privileges:

- ADA University faculty and Instructors may borrow an unlimited number of books and other library resources.
 - Loan Period: Faculty ~ Semester loans—all books borrowed from *General Collection* will be due back by the end of the 4 months (120 days).
 - Loan periods and terms of use for other Collections are unchangeable (See Paragraph 3);
- Access to library physical collections (print books, serials, journals, newspapers, audiovisual materials);
- 24/7 access to e-books: Ebook Library and other online digital libraries, which include full-text e-book collections;
- 24/7 access to online databases that include full-text e-book and e-periodical collections;

- Reference and instructional support for academic research and writing, information literacy courses;
- Borrowing and in-Library use of headphones, pens, pencils, markers, rulers, flash drives, converters, USB drives and other stationery;
- Access to Library's facilities, as well as computer workstations, Internet access, group study rooms etc.

7.3. ADA University Staff, Researchers and Fellows

Borrowing and access privileges:

- ADA University staff, researchers and fellows may borrow up to 5 items at once, including all circulated library information resources;
- Access to library physical collections (print books, serials, journals, newspapers, audiovisual materials);
- 24/7 access to e-books: Ebook Library and other online digital libraries, which include full-text e-book collections;
- 24/7 access to online databases that include full-text e-book and e-periodical collections;
- Reference and instructional support for academic research and writing, information literacy courses;
- Borrowing and in-Library use of headphones, pens, pencils, markers, rulers, flash drives, converters, USB drives and other stationery;
- Access to Library's facilities, as well as computer workstations, Internet access, group study rooms etc.

7.4. ADA University Non-Degree Students

Borrowing and access privileges:

- On-site access to library physical collections (print books, serials, journals, newspapers, audiovisual materials);
- 24/7 access to all licensed electronic resources including e-books, e-journal databases and electronic tools;
- Reference and instructional support for academic research and writing, information literacy courses;
- Borrowing and in-Library use of headphones, pens, pencils, markers, rulers, flash drives, converters, USB drives and other stationery;
- Access to Library's facilities, as well as computer workstations, Internet access, group study rooms etc.

7.5. Ministry of Foreign Affairs Employees

Policy: This class of users is allowed access to the Library with an official MFA ID card.

Library borrowing privileges include:

- On-site access to library physical collections (print books, serials, journals, newspapers, audiovisual materials);
- 24/7 access to e-books: Ebook Library and other online digital libraries, which include full-text e-book collections;
- Access to online databases that include full-text e-book and e-periodical collections;
- Reference and instructional support for academic research and writing, information literacy courses;
- Borrowing and in-Library use of headphones, pens, pencils, markers, rulers, flash drives, converters, USB drives and other stationery;
- Access to Library's facilities, as well as computer workstations, Internet access, group study rooms etc.

7.6. ADA University Alumni

This class of users is allowed access to the Library with an Alumni Card issued by the ADA University.

Library Privileges for Alumni are:

- On campus access to library physical collections (print books, serials, journals, newspapers, audiovisual materials);
- On campus access to online databases that include full-text e-book and e-periodical collections;
- Off campus access according to license agreement;
- Reference and instructional support for academic research and writing, information literacy courses;
- Borrowing and in-Library use of headphones, pens, pencils, markers, rulers, flash drives, converters, USB drives and other stationery;
- Access to Library's facilities, as well as computer workstations, Internet access, group study rooms etc.

7.7. ADA University Partners and ADA University Foundation Donors

Friends of ADA University, IDD (Institute for Development and Diplomacy) partners, as well as ADA Foundation donors and Executive Education Students are entitled to receive an exclusive ADA University Library Gift Card.

Up to 5 employees per partner company can benefit from on-site membership. The number of online library membership is unlimited.

Library services for partners possessing the card include the following:

- Access to Library building and Student Center;
- On campus access to library physical collections (print books, serials, journals, newspapers, audiovisual materials);
- On campus access to online databases that include full-text e-book and e-periodical collections;
- Off campus access according to license agreement;

- Reference and instructional support for academic research and writing, information literacy courses;
- Borrowing and in-Library use of headphones, pens, pencils, markers, rulers, flash drives, converters, USB drives and other stationery;
- Access to Library's facilities, as well as computer workstations, Internet access, group study rooms etc.

7.8. External Visitors

Visiting Professors, Research scholars and all academic category customers can apply for access to the ADA University Library for a stipulated period after submission of an External Visitor Request and Agreement Form. Following approval by the Library, the visitor is granted temporary (three months) access to the Library and its on campus resources, further the access can be extended upon user's request and according to current library policies.

Outside visitors may have access to the Library upon consultation with the Director of the Library and Information Services. Preference is given to Master and PhD students, and to scholars who are actively conducting academic research on specific topics.

Privileges granted:

- Access to Library building and Student Center;
- On campus access to library physical collections (print books, serials, journals, newspapers, audiovisual materials);
- On campus access to online databases that include full-text e-book and e-periodical collections;
- Reference and instructional support for academic research and writing, information literacy courses;
- Borrowing and in-Library use of headphones, pens, pencils, markers, rulers, flash drives, converters, USB drives and other stationery;
- Access to Library's facilities, as well as computer workstations, Internet access, group study rooms etc.

NOTE: All terms and conditions, as well as other related details regarding the membership issues of this user category are regulated according to the ADA University Library External Visitors' Policy and Procedures (DOC. No. LPPC317).

Paragraph 8. Abuse of Library Privileges

All library users who enter the library building and use library resources are required to obey the current policy and the ADA University Library **Code of Conduct** (Doc N: LPPC410).

The library may refer cases of abusing library privileges and irresponsible use of library materials or equipment to the appropriate administrative authorities for sanctions. Irresponsible use includes, but is not limited to:

- allowing water, food, or other substances to damage items,

- alteration, disbanding or mutilation of materials or files,
- deliberate misplacement within the library,
- deliberately keeping materials known to be needed by others in order to gain an unfair academic advantage,
- theft, etc.

NOTE: Fines for the lost and damaged, as well as misused library resources are regulated according to the **ADA University Library Penalties (DOC. No. LP CS 17-2)** policy.