

Annex

APPROVED by
by HSE Directive
No. _____
Dated: _____

Library Use Policy of National Research University Higher School of Economics

1. GENERAL PROVISIONS

1.1. The Library Use Policy of National Research University Higher School of Economics (hereinafter, “HSE”, or the “University”) has been developed in accordance with current Russian legislation on library services, the Civil Code of the Russian Federation, the HSE Charter, the University’s bylaws, and the HSE Library Regulations in order to set forth general guidelines for the provision of library services at the HSE Library (hereinafter, the “Library”), the rights and obligations of the Library and its users, as well as user liability for any violation of this Policy.

1.2. This Policy uses the term “document” to refer to any material object containing information in a text, audio, or visual format that is to be stored, used and preserved through time and space.

1.3. This Policy and any amendments hereto shall be approved by a directive issued by the University.

1.4. This Policy covers offers for service agreements and paid services listed in the Annex hereto, i.e. official and irrevocable HSE offers intended for the following categories of persons of eligible age, as permitted by Russian legislation for acceptance of offers: students (including HSE Lyceum students, (doctoral/postdoctoral) students, and learners, HSE staff members, and graduates, as well as other citizens of the Russian Federation (hereinafter, “individual visitors”) (hereinafter, jointly referred to as “users”), in order to enter into service agreements and paid service agreements on the terms and conditions stipulated herein.

1.5. A user’s registration for the Library’s services, pursuant to established procedure, shall be deemed as his/her full and irrevocable acceptance of an offer for a service agreement as stipulated by this Policy.

If a user pays for photocopying services provided thereto, the payment shall be deemed as the user’s full and irrevocable acceptance of an offer for paid services as stipulated by this Policy. Fees for the necessary number of copies made by the user shall be automatically charged from his/her magnetic stripe card by a special control device installed in the photocopier.

If a user applies for a magnetic stripe card, this request shall be considered his/her full and irrevocable acceptance of an offer for paid services for the issue of the magnetic card, as stipulated by this Policy. An application stating the user’s intention to obtain paid services as mentioned in this paragraph may be submitted to HSE in any format.

If a user does not return all documents checked out from the Library within the deadlines set out by the Library Use Policy (i.e., if said user keeps these documents for his/her further use), such actions shall be considered as his/her full and irrevocable

acceptance of an offer for paid services for the use of documents beyond the deadlines, as stipulated by this Policy.

1.6. “Acceptance of offers contained herein” means that a user agrees with contents of the Policy, including paid fees for Library services, and undertakes to observe the rules stipulated therein. After the user’s acceptance of offers contained herein, such offers shall be considered as service agreements and paid services agreements, respectively, concluded on the terms and conditions stipulated within this Policy.

1.7. A user and HSE shall not sign a service agreement and a paid services agreement in hard copy. Thus, such agreements come into force upon the receipt of the user’s acceptance of the offer by HSE.

1.8. Service agreements and paid services agreements shall be terminated from the user’s (i.e., a HSE (doctoral/postdoctoral) student, or learner) dismissal date, or a HSE’s staff member employment termination date, or as of the contract termination date specified in an unilateral contract repudiation notice provided by the terminating party, or in an agreement on contract termination, or in a respective court order.

1.9. Service agreements and paid services agreements shall be concluded with individual visitors for a period specified in an official letter issued by the user’s educational institution (or employer) and thus submitted during the user’s registration in the Library.

1.10. The Procedures for Using Electronic Library Resources at HSE shall be established as per separate HSE bylaws.

2. User Rights and Obligations

2.1. Users may access and/or use the following library and information services free of charge within the timeframes/deadlines stipulated by the Library, pursuant to a relevant service agreement:

2.1.1. borrow documents from the Library’s study collections (with the exception of HSE graduates, learners and students of higher education programmes implemented at the University’s continuing professional development subdivisions, as well as individual visitors), and its academic and fiction collections (with the exception of HSE graduates and individual visitors);

2.1.2. borrow any documents, including electronic versions, unpublished documents or copies thereof, from the Library’s short loan collection for use in its reading rooms;

2.1.3. obtain comprehensive information about the Library’s stock by use of its system of catalogues and card indices, or other information systems;

2.1.4. receive advice on searches and document selection.

2.2. Additional fee-based services provided to users pursuant to the Annex hereto shall be deemed duly rendered by HSE if no deficiencies have been reported to the University by a user in writing within five (5) business days after the delivery date of the final service.

2.3. Users may ask Library staff to explain the rules of this Policy.

2.4. In order to register at the Library, users must:

2.4.1. present their passport and student ID card (e.g., doctoral/postdoctoral student certificate, or graduate/learner card) or staff ID badge. HSE Lyceum students only need to present their passports. Individual visitors must provide their passport, and an official letter issued by their educational institution or employer, addressed to the Library Director and stating the purpose and intended period of their use of the Library.

HSE may process users' personal data as provided in registration application forms in order to execute agreements concluded with users pursuant to this Policy;

2.4.2. submit a 3x4 photograph (submitted only by HSE graduates, HSE Lyceum students and individual visitors);

2.4.3. familiarize themselves with this Policy and fill in registration forms so as to acknowledge that they fully understand this Policy.

Upon registration with the Library, each user shall be issued a library card and assigned a barcode (RFID tag) with a personal identifier. Individual visitors shall be issued a temporary library card.

2.5. Users must:

2.5.1. treat documents checked out from the Library with care, refrain from making any marks, tearing and bending pages, damaging barcode labels (RFID tag), etc.;

2.5.2. treat the Library's premises, furniture and equipment with due care;

2.5.3. show their library card at the checkpoint upon entering the Library;

2.5.4. return all documents checked out from the Library within the deadlines established;

2.5.5. return all documents and re-register (except for HSE graduates and individual visitors) every year before July 15;

2.5.6. upon dismissal from HSE, return all documents to the Library, give back their library card and sign an exit checklist (with the exception of HSE graduates and individual visitors);

2.5.7. return all documents before going on an exceptional leave of absence or maternity leave;

2.5.8. refrain from taking documents out of the Library if they are not registered in the user's library file or other records;

2.5.9. refrain from improperly placing documents in open stacks at the Library's premises;

2.5.10. immediately report any problems with multimedia equipment and software, PC infection by virus, change of system settings etc., to Library staff;

2.5.11. inform the Library of any changes in the user's residential/registration address and/or contact phone number;

2.5.12. observe silence, keep the Library's reading rooms and other facilities clean and tidy. Furthermore, users must refrain from smoking, eating or using mobile phones in the reading rooms;

2.5.13. when borrowing documents, inspect them carefully and report any defects uncovered to a Library staff member. Otherwise, the user who was the last to borrow a document will be held responsible for any damage identified;

2.5.14. if a user's card is lost, the Library must be informed and a replacement card shall be issued upon the presentation of a student ID card (passport¹, doctoral/postdoctoral student certificate, or graduate/learner card) or a staff ID badge (depending on the user category).

2.6. Users are not allowed to share their library card with other people for use of Library services.

2.7. The user shall be responsible for violations of this Policy, pursuant to Section 6 hereof.

3. THE LIBRARY'S RIGHTS AND OBLIGATIONS

¹ For HSE Lyceum students and individual visitors

- 3.1. The Library renders services to users in accordance with this Policy.
- 3.2. The Library shall:
 - 3.2.1. inform users of the entire range of services available, including paid services;
 - 3.2.2. enable users to obtain access to all collections at the Library;
 - 3.2.3. improve library, reference and information services by use of modern information technologies;
 - 3.2.4. strive to maintain high standards of service;
 - 3.2.5. assist users in finding any required documents, provide oral consultations, access to catalogues, card indices, digital reference and bibliographic databases, document exhibitions, bibliographic reviews, etc.;
 - 3.2.6. on a regular basis, monitor whether documents are returned within the deadlines specified by the Library;
 - 3.2.7. create and maintain comfortable work conditions at the Library;
 - 3.2.8. keep user personal information confidential.
- 3.3. The Library shall be entitled to establish conditions for user access to its collections.
- 3.4. Before users exit the Library, checkpoint staff may verify whether the documents carried by the user have been correctly checked out.

4. CONDITIONS FOR USING THE LIBRARY'S COLLECTIONS

4.1. To borrow documents from the Library's study collection, users must show their library card and register the RFID tags of borrowed documents with the electronic register located at the librarian's desk. Barcode (RFID tag) entry to the electronic register thus confirms the lending of documents to the given user.

4.2. The documents borrowed from the Library's collections are selected by users from open stacks (documents marked with 'A' on the spine). Users must register the barcodes (RFID tags) of borrowed documents with the electronic register at the librarian's desk, or, if using the automated lending system, they must register barcodes (RFID tags) at a self-service work-station. A librarian then stamps the date of return in the return slip. If using the automated lending system, the user receives a return slip with the date on it. He/she shows the documents with a return date stamp or receipt slip to the staff at the library checkpoint.

4.3. Loan periods and number of documents per user:

4.3.1. documents taken from the Library's study collection may be checked out for the duration of one (1) module (or the whole academic year (from September 1 to July 15) for HSE Lyceum students), with no more than 25 documents per user. The loan period may be extended if the course is continued over subsequent modules. Deadlines for document return are as follows:

- Module 1 – November 15;
- Module 2 – January 25;
- Module 3 – April 15;
- Module 4 – July 15.

4.3.2. the loan period for documents from the Library's academic collection (no more than five (5) documents at any given time) is 15 calendar days, but this can be extended upon request in person, by phone, or via a user's personal account in the Library's e-catalogue;

4.3.3. the loan period for documents from the Library's fiction collection (no more than five (5) documents at any given time) is 30 calendar days, but this may be extended upon request in person, by phone, or via a user's personal area in the Library's e-catalogue;

4.3.4. for students who have academic failures - the loan period for documents borrowed from the Library cannot be extended to summer (July 16 – September 1).

4.3.5. for staff members - the loan period for documents borrowed from the Library may be extended until the end of summer upon approval of the Library administration.

5. CONDITIONS FOR USING THE LIBRARY'S READING ROOMS

5.1. Users must show their library cards upon entering the Library's reading rooms.

5.2. Users must not take briefcases, bags and files, and wear outdoor clothes in the reading rooms. Bags must be checked at the checkroom, and outdoor clothes – with the cloakroom. Personal printed documents brought to open-stack reading rooms must be shown to checkpoint staff upon both entry and exit.

5.3. Documents from the Library's reading rooms are not for home loan. Furthermore, users must not remove any documents from the reading rooms.

5.4. Documents from the Library's closed stacks are delivered within 30 minutes after a librarian receives a completed book request or after the user reserves the document through the Library's e-catalogue system. The ordered documents are stored on the reservation shelf for two (2) days. Upon receiving the closed-stack document, the user signs the book checkout card and leaves his/her library card. No more than five (5) documents can be borrowed at any one time.

5.5. Users may browse through open-stack documents themselves, and, upon finishing their work, put them on the designated carts available. Users may not put the documents back on the shelves. The documents selected by users may be stored on the reservation shelf in the reading room for two (2) calendar days.

5.6. To access the multimedia library, a user must register with a librarian, fill and sign a user card, in order to receive a personal login and password that shall grant access to the Library's computer network and prevent unauthorized access of other users.

5.7. Upon finishing his/her work in the multimedia library, a user must log out of the system.

5.8. Users of the multimedia library must not:

use computers for any purposes unrelated to searching and processing bibliographic information (e.g., develop or install software, play computer games, develop and edit Web resources, etc.);

5.8.2. change system settings;

5.8.3. use personal floppy disks, CDs, USB storage media and other electronic media. A librarian's assistance should be sought when storage of information is necessary;

5.8.4. sign up for any paid materials or order paid services on the Internet.

6. USER OBLIGATIONS

6.1. A user's failure to comply with this Policy may result in disciplinary action or a pecuniary liability, as stipulated by Russian legislation, HSE's Student Internal

Regulations, the University's Internal Labour Regulations, other internal bylaws and/or this Policy, pursuant to current legislation and the University's bylaws.

6.2. The following disciplinary actions may be applicable to users: admonition and reprimand.

6.3. The following pecuniary liability may be applicable to users: indemnity in cash or in kind.

6.4. Users who fail to observe silence, or violate the conditions of use of the multimedia library (as specified in Clause 5.8) shall be removed from the Library premises by the administrative staff.

6.5. Users who have lost documents must replace them with identical editions or documents recognized as equivalent. In addition, users who might have damaged any documents must replace them or pay for their restoration. Any other damage to the Library's equipment in excess of 5,000 (five-thousand) roubles shall be reimbursed by the user.

6.6. Users shall be given an admonition and banned from using the multimedia library for six (6) months, should they access Library computer network with someone else's login and password, or interfere with the system, local network, software or hardware in such a way that this leads to the shutdown of at least one (1) of the Library's computers for a duration from half an hour up to 24 hours. In case of repeated violations, perpetrators shall be given a reprimand.

6.7. No access to collections shall be granted to users who have failed to return documents from any other collections within deadlines stipulated by the Library, until they return said documents. During this period, a user shall be only granted access to the Library's collections available in its reading rooms. Effective the following day after the deadline stipulated by the Library, said user must pay for use of the documents past the deadlines stipulated hereby, pursuant to the procedure established in the Annex hereto, unless these documents have not been returned to the Library in time for a valid reason (as supported by relevant evidence). No further fees shall be charged after the document is returned. After the document is returned, the user's library card shall be blocked until the Library service is paid in full. During this period, the user shall only be granted access to the Library's collections available in its reading rooms.

6.8. Users, including (doctoral/postdoctoral) students, learners and HSE staff, who unlawfully remove documents from the Library's premises and/or use someone else's library card, may be given a reprimand and banned from using the Library for one (1) year. If such an offence was committed by HSE graduates or individual visitors, the University may have their service agreements or paid services agreements terminated without compensation of any losses to such persons, including HSE graduates or individual visitors, by sending a written notice to the address indicated in their passport.

**Paid Services Provided by the Library of National Research University, Payment
Procedures**

1. Price per copy of one (1) page – 1.50 RUB.
2. Magnetic stripe card – 40.00 RUB.
3. Fees for using documents beyond the deadlines stipulated by the Library

Use Policy:

- from the study/long loan collection – 30 RUB for each overdue document per day (1 document/1 day = 30 RUB);
- from the academic/short loan collection – 50 RUB for each overdue document per day (1 document/1 day = 50 RUB);
- from the fiction collection – 30 RUB for each overdue document per day (1 document/1 day = 30 RUB).

4. Payments for services specified on pp. 2 - 3 of this Annex shall be accepted by the Library's staff using a cash register. A printed receipt must be provided.

5. In order to pay for the services specified in p. 1 of this Annex, a user must deposit the amount due by using their magnetic stripe card at the cash register in order to pay for the total number of copies. The user will be then provided a printed receipt, and the total number of copies will be automatically charged from the magnetic stripe card by a special control device installed in the photocopier.