

## Library Access & Services Policy

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 Applicable Department : All academic and non-academic units of VinUniversity and students  
 Access level : All academic and non-academic units of VinUniversity and students

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### Records of changes

Version	Date of release	Reviewed/Approved by	Description of changes
1.0	14/04/2020	Prepared by: Library Reviewed by: Deans/Vice Deans, Head of FAS Approved by: Provost	1st release
2.0	2021	Prepared by: Library Approved by: Provost	Updates on library services policy
3.0	1/11/2022	Prepared by: Library Reviewed by: Library committee Approved by: Provost	Updates on library services policy
4.0	9/7/2025	Prepared by: Library Reviewed by: Head of Library Approved by: Vice Provost of Academic Administration	Updates on library services policy

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## I. PURPOSES

To provide guidance for library patrons about the use of library resources, services, and facilities.

## II. GENERAL LIBRARY REGULATIONS

### 1. General regulations

#### 1.1. Opening hours

Library opening hours are subject to change during exam periods, holidays, and summer break and will be posted at the main library entrance and on the library website.

	In-Semester		Exam/ summertime	National holidays
	Monday-Friday	Saturday-Sunday		
<b>Main entrance</b>	8:00 am – 9:00pm	9:00 am – 5:00 pm	To be determined	Closed
<b>24/7 learning space</b>	Open 24/7			
<b>2<sup>nd</sup> floor entrance</b>	8:30 am – 5:30 pm	Closed (Only open on working Saturdays from 8:30am- 5:30pm)	8:30 am- 5:30 pm	Closed

#### 1.2. Library access

- **VinUni ID Required:** Only students, faculty, and staff with a valid VinUni ID can enter the library, borrow items, or use electronic resources. IDs must be shown when requested.
- **Non-Regular Users:** Adjunct, affiliated faculty, and eligible Vingroup or partner staff may apply for access via the **Library ID Registration Form** on the library website.
- **Access Restriction:** **Library resources and facilities are for VinUni members only. Sharing your VinUni ID or card is strictly forbidden.**
- **Security Rule:** **Never open the door for others or leave it propped open. If you notice a breach or have concerns, contact Security at (0247 108 9779 ext. 9901) or alert the on-duty officer.**

#### 1.3. Courtesy & Safety Rules

Library users must:

- **Respect Property:** Do not damage, move, or alter library materials or equipment without permission. Tampering with the network is strictly prohibited.
- **Maintain Cleanliness:** Practice good hygiene and dispose of trash properly.
- **Be Considerate:** Keep noise down. No loud talking or playing audio. Phones must be on silent/vibrate.
- **Use Equipment Safely:** Learn how to use furniture/equipment properly. The library is not liable for injury or damage from misuse.
- **Request Permission:** For photo/video shoots or special facility use, email: [library@vinuni.edu.vn](mailto:library@vinuni.edu.vn).
- **Prohibited Items/Actions:**
  - No smoking or vaping (including in the courtyard)
  - No animals, bikes, skateboards, or similar items
  - No food; only spill-proof, non-alcoholic drinks allowed
  - No stimulants, weapons, or hazardous substances

#### 1.4. Lost & Found

- Do not leave personal items unattended. You are responsible for any loss or damage.
- Unattended items, including laptops or borrowed books, may be moved to the Lost & Found at the Student Affairs Management Office.

## 2. Use of library materials

### 2.1. Circulation regulations for library materials

No.	Material types	Can Borrow?	Where to Borrow/Return	Notes
1	General Books	Yes	Self-check machines (1F & 2F), Circulation Desk (1F), 24/7-return-station	
2	Reference Materials & Journals	No	Not available for borrowing	
3	CDs/DVDs	Yes	Circulation Desk (1F)	
4	Course Reserve Books	Yes (2 hours)	Circulation Desk (1F)	1 item/user/time; short-term use only

#### Borrowing Rules

- Return or renew before due time; overdue items can't be renewed.
- Renewal period = half of the original loan, allowed only if no one else has requested the item.
- Report any damage to library staff before check-out/check-in.
- If the due date is a holiday, it's extended to the next open day.
- Do not hide, misplace, or take items without proper checkout.
- All loans must be returned, and fines paid at least 1 month before leaving VinUni.
- Any exceptions to fines or loan terms must be approved by VinUni senior leadership.

### 2.2. Circulation Privileges:

User groups	Number of items	Loan Period	Renewals
• Undergraduate Students	3	2 weeks	1 time
• Graduate Students	5	1 month	1 time
• Faculty (VinUni)	5	6 months	1 time
• Affiliated Faculty / Full-time & Service Contract Staff	3	2 weeks	1 time
• Visiting Students	Based on library approval		
• Guests / Interns / Alumni	Not eligible to borrow		

#### Note:

Faculty borrowing textbooks for teaching can request a **6-month loan**, but items may be recalled if requested by others. Request for extension should be made to [library@vinuni.edu.vn](mailto:library@vinuni.edu.vn)

### 2.3. Requesting Books or CDs/DVDs

- Patrons can request items that are currently checked out via the **library website**.
- Requests **won't be accepted** if:
  - The item is in the Course Reserve.
  - It is lost, missing, or non-circulating.
  - Your borrowing privileges are blocked.
  - You've reached your borrowing limit.
- Once ready, the item will be held for 2 days. If not picked up, the request will be canceled.
- Only the requesting patron can pick up the item in person.

## 2.4. Recalls

- All borrowed items can be recalled **after 1 week**.
- If recalled, you'll get an **email notice** with a new, earlier **due date**.
- Please return the item by the new due date.

## 2.5. Use of Electronic Resources

- Access is limited to **VinUni students, faculty, and staff**, unless otherwise stated in the license.
- **Log in with your VinUni ID** to use library databases.
- Use materials only for **personal, non-commercial** purposes.
- **Misuse** may lead to **university-wide access being revoked** and may result in **disciplinary or legal action**.

## 2.6. Copying, Printing & Scanning

- These services are for **study, research, and non-commercial** use only.
- **Do not violate copyright laws** when using library machines.
- **Users are responsible** for any legal issues caused by improper use.

## 3. Use of library property & spaces

### 3.1. Borrowing Library Equipment

- **Loan period:** 1 working day
- **Return by:** 15 minutes before library closing time

#### Important Rules:

- Items overdue for **more than 5 days** are considered **lost**; users must pay for replacements.
- Equipment must be returned **in person** to staff at the **circulation desk (1F)**.
- The library may recall items for **maintenance or other needs**.
- Fine waivers or loan extensions require **approval from university leadership**.

#### Borrowers must:

- Check equipment is **complete and working** before leaving.
- Use equipment **at their own risk** and ensure they know how to operate it.
- **Report any issues** immediately.
- **Return on time**.

### 3.2. Using Library Functional Rooms (e.g., group rooms, studios, AR/VR room)

- **Book in advance:** Same day or up to 1 week ahead via **Microsoft Outlook**. First come, first served.
- **Academic use only.** Max: **2 hours/session, 2 sessions/day** (for all rooms combined).
- **Arrive on time:** Bookings will be **cancelled after 10 minutes** of no show.
- **Check the instructions** before using any equipment. Report on any issues to library staff.

## 4. Library regulation violations

### 4.1. Consequences

Students who break library rules may face penalties based on VinUni's **Student Code of Conduct**. This helps keep the library a quiet and respectful place for learning.

### 4.2. Library Fines

- You will be **finned** for returning items late, or if materials/equipment are **damaged or lost**.
- Fines follow **VinUni's Financial Regulations and Tariff**.

## Damage Levels

Types	Examples
Minor damage	<ul style="list-style-type: none"><li>• Small tears or stains on &lt;10 pages</li><li>• Light cover damage</li><li>• Light water marks</li><li>• Minor equipment issues (checked by IT)</li></ul>

<b>Major damage/loss</b>	<ul style="list-style-type: none"> <li>• Missing or heavily damaged cover/pages</li> <li>• Lots of writing or stains</li> <li>• Bad odor</li> <li>• Broken or unreadable CDs/DVDs</li> <li>• Broken or lost equipment</li> </ul>
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- No **refunds** if a lost item is found after you've paid the replacement fee.
- You will get **email reminders** to return or renew items but **not getting one doesn't excuse late returns.**
- **Fines may be waived only in serious cases**, like illness or hospitalization (proof needed).
- To **appeal a fine**, email: **library@vinuni.edu.vn** (decided case by case).