C. USE OF INFORMATION RESOURCES

1. Library materials loan policy

The purpose of the policy is to provide members with an adequate borrowing duration and at the same time ensure the equitable use of library resources by giving all users adequate opportunity to browse the entire circulating collection. All library members who borrow or use materials in the Library must abide by the rules and regulations laid out in the loan policy.

1.1. Loan transactions

1.1.1 Members must borrow library materials on site using their valid membership cards through the self-check-out terminals or Services desks except when loans are made through special loan services.

1.1.2 Members are responsible for all loans checked-out through their membership cards. They must return borrowed items to the designated return book chutes and check that their loans have been discharged. In case of dispute on returns, the onus is on the member to prove that they have returned the library materials.

1.1.3 Members who return library materials in a damaged condition shall bear the cost of repair or replacement for the item (see Section 4.2 Handling of library materials). Members must therefore ensure that materials checked out are in good condition.

1.1.4 Members should take reasonable steps to return library materials that are placed on urgent recall by the Library quickly.

1.1.5 Members may renew their loan up to 2 times their loan period if there are no reservations held on the material. Renewal for further periods is allowed on a case-to-case basis.

1.1.6 Members may reserve a book that is on loan. On notification of the availability of a reserved item, the member must collect it within 6 days, after which it shall be forwarded to the next user on the reservation list or returned to the shelves.

1.2. Penalties for late or non-return of materials

1.2.1 The Library shall impose various disincentives to discourage late or non return of loans. These include fines, payment for book replacement, suspension of loan privileges or use of library services and facilities or a combination of the above.

1.2.3 Fines

a) Fines on late return of library materials are imposed on all members except category 3, 4 and 7

b) There is a basic daily rate of fines for materials in the circulating collection and a slightly higher daily rate for materials in Recommended Books and AV collections

c) Fines for overdue loans are calculated from the due date to the day the book is returned. Sundays and public holidays are not included in this calculation

1.2.4 Suspension of borrowing and renewing privileges

The borrowing and renewal privileges of a member will be automatically suspended under one or more of the following conditions:
1.2.5 Payment for replacement of materials

a) Members shall pay for replacement of damaged or lost library material plus an administrative fee plus GST for each item.

b) In cases where the material cannot be replaced within 3 months due to unavailability of supply or out-of-print status, the member will be billed three times the last known list price of the item.

1.3 Appeals against imposition of penalties

1.3.1 Members may appeal against imposition of penalties by writing to the Head, Access Services within 3 days of the notice of penalties imposed. The appeal should include evidence (e.g. a medical certificate) of their inability to meet the terms and conditions of loans.

1.3.2 The decision on the appeal by the Library is final and no further appeal will be entertained.

2. Use of Library materials

2.1 Reproduction of library materials

2.1.1 All materials available at the Library are copyrighted. Users are not to photocopy, scan, distribute, publish, transmit, broadcast, reverse engineer, decompile or modify, download or reproduce the materials in any form or manner, in whole or in part, unless permitted by the Singapore Copyright Act.

2.1.2 Fair Dealing

a) Exception to copyright infringement is provided under “fair dealing” where a certain amount of copying is permissible for the purpose of study or research, criticism or review, and news reporting.

b) The following points are taken into account when determining whether fair dealing is applicable.

i) the purpose and character of the dealing, including whether such dealing is of a commercial nature or is for non-profit educational purposes;

ii) the nature of the work or adaptation, or audio-visual item;

iii) the amount and substantiality of the part copied taken in relation to the whole work or adaptation, or audio-visual item;

iv) the effect of the dealing upon the potential market for, or value of, the work or adaptation, or the audio-visual item; and

v) the possibility of obtaining the work or adaptation, or audio-visual item, within a reasonable time at an ordinary commercial price.
The Copyright Act allows a reasonable portion of the work to be copied for the purposes of research or study.

For literary, dramatic or musical works, ‘reasonable portion’ refers to

i) Not more than 10% of the total number of pages of a published work that contains more than 10 pages, or
ii) Not more than one chapter of a published work that is divided into chapters.
iii) Not more than one article from a periodical.

For literary, dramatic or musical works in electronic format, ‘reasonable portion’ refers to

i) Not more than 10% of the total number of bytes of a published work stored electronically and not divided into pages, or
ii) Not more than 10% of the total number of words or 10% of the contents if it is not practical to use the total number of words as a measure, or
iii) Not more than a single chapter of a published work divided into chapters.

Exceptions

In addition to fair dealing, reproduction is permissible for the purpose of judicial proceedings or professional advice; or when temporary reproduction is made during the communication, for example caching.

2.1.3 Copying for Education Purposes

a) Multiple copying or communication, 14 days after the previous copy was made or communicated, of insubstantial portions of works by any person is permissible if the copying or communication is carried out or initiated from the premises of the University for the purposes of a course of education provided by the University. “Insubstantial portions of works” here refers to

i) not more than 5 pages of a work that is less than 500 pages, or
ii) not more than 5% of a work that has more than 500 pages.

b) Under the statutory licence for educational institutions, multiple copying of a reasonable portion (amount permitted under fair dealing) of a work by the University for educational purposes is permitted. Written record of the copying shall be kept. Teaching staff should check with their respective schools on how these records are maintained.

2.1.4 Copying beyond Copyright Limits

a) Permission must be obtained to use copyrighted materials if it exceeds the legal limit. Staff or student need to contact the

i) copyright owner to negotiate for permission or a licence to use the material; or
ii) collective society that administers the rights of copyright owner. In Singapore, The Copyright Licensing and Administration Society of Singapore Ltd (CLASS) has a group of international and local academic book publishers and local authors as members. The Composers and Authors Society of Singapore (COMPASS) deals with music copyrights and the usage of musical works.
b) If copying exceeds the limits allowed under the Copyright Act, the University will not be liable for any infringement of copyright action which may be taken against the perpetrator.

2.2 Handling of Library materials

2.2.1 Users are to handle Library materials with care as proper handling will prolong the life of Library materials and keep them in a usable state.

2.2.2 Users should adhere to the following guidelines when using Library materials:

   a) Do not write on, underline, highlight or deface Library materials in any way.
   b) Do not stain or dirty Library materials.
   c) Do not fold pages or place bulky items inside a book.
   d) Do not attempt to repair any Library book personally.

2.2.3 Users who do not take care of library materials and cause damage to them shall be required to pay for their replacement.

4.3 Viewing of AV materials including film screenings

4.3.1 Users may view exempted and unrestricted AV materials within the Library at workstations provided. Titles which are not marked as “Non-Circulating” can be borrowed out on short term loan.

4.3.2 Viewing of unrated, classified AV materials (i.e. those with MDA ratings of NC16 and M18) and restricted (R21) AV materials must follow the latest guidelines laid down by the Media Development Authority (Singapore). Thus,

   a) Both NC16-C and M18-C titles are to be viewed by students within the library premises only.
   b) Students have to be at least 16 and 18 years old in order to view NC16-C and M18-C titles respectively.
   c) Unrated and restricted AV materials, including R21, Passed with Cut, Banned and Not Recommended can only be viewed by students enrolled in the course in which the item is used as course material, or academic or research staff undertaking research on the title.

4.3.3 AV materials borrowed out of the Library by a user are meant for home viewing and are strictly not to be screened for groups or the public.

4.3.4 Borrowers or viewers must comply strictly with copyright laws and ensure that AV materials charged out under their names are not communicated or reproduced in part or in whole in whatever ways possible.

4.3.5 Group film screenings in the Library are for two possible purposes:

   a. Teaching/learning. Required viewing of legally acquired course-related films for the students enrolled in a specific course is supported by Library policy.
   b. Non-course related/leisure. Only titles acquired with Public Performance Rights can be screened. Most films acquired by the Library prohibit public performance and as such the Library cannot support their screening.
5. **Use of electronic resources**

5.1 **Access to electronic resources**

5.1.1 Electronic resources provided by the library are mostly subscribed from vendors and publishers. Members have access to them within the Library or remotely using NTU staff or student computer accounts and authentication. Library members who are not staff or students of NTU may access most of these within designated workstations in the premises of the Library.

5.1.2 **License Agreements**

a) Access to and use of electronic resources subscribed by the Library is governed by license agreements negotiated between the Library and publishers/vendors/content providers. These license agreements are legally binding contracts that allow staff, students, employees and other authorised users to access the resources for noncommercial, educational, scholarly and research purposes.

b) While licenses are different for each resource, there are general clauses that are applicable to all electronic resources in general. These clauses prohibit:

   i) large-scale or systematic downloading of single or multiple copies of abstracts, tables of contents or full text documents in print or electronic copies or permanently retaining them on any file or on any hard drive, server or other form of memory
   
   ii) utilisation of software programmes or routines designed to continuously and automatically search and index the resources, such as spiders, web-crawlers and robots
   
   iii) alteration, amendment, modification, abridgement, translation or change in any manner of and including the removal of copyright information from the licensed materials
   
   iv) sales and exploitation of licensed materials for any commercial purposes
   
   v) publication, distribution, mounting on any electronic network, or retaining portions of licensed materials or combining them with any other material

   c) Resources where additional restrictions apply will require Library users to agree to the terms and conditions of use via an online click through acceptance page before proceeding to use the resource.

5.1.3 **Copyright Act**

a) In addition to License Agreements, use of electronic resources is also governed by the Copyright Act. Additional information can be found in Section 4.1, Reproduction of library materials.

5.2 **Downloading of electronic resources**

5.2.1 **Excessive downloading**

a) Excessive downloading occurs when a user downloads files in quick succession using robots, spiders, automated downloading programmes or other manual methods; or copies the whole or a significant portion of an e-journal, e-book or database for retention, distribution or other purposes that violate the term of use of the resource.

b) Detection of excessive downloading of files from e-resource provided by the Library will lead to blanket suspension of access to the whole university community for a significant period of time by the respective publisher. A user who engages in this act will cause great inconvenience for the
entire university community and gravely affect the work of members who need uninterrupted access to the resource.

c) Users who engage in excessive downloading are liable for disciplinary action.

5.2.2 Penalties imposed on violations

a) On detection of excessive downloading activity by the Library’s Early Detection System (and before detection by the publisher), the user will be given a warning by email. Access to all library e-resources for the offending user will be automatically suspended for 6 hours. The user will acknowledge the warning before access is restored.

b) On blanket suspension of access imposed on the entire university community by the publisher due to excessive downloading traced to a user, the offending user will have his access to all library e-resources suspended for a minimum of 1 week and subject to completion of all tasks required by the publisher and the Library to lift the suspension. This may include deleting of all downloaded materials and a written undertaking not to repeat the offence. The offender’s name will be logged in the Library rules violation file.

c) On subsequent violations, a suspension of all library privileges for a minimum of one month will be imposed and a formal notification of offense sent to the respective dean of college and other supervisory staff for further action.