

REPLACEMENT OR REFUND OF BORROWED BOOKS

Library books are economic assets of the University and may be borrowed for a period that varies, depending on the collection they belong to. At the end of the loan period and following three overdue notices via email, users will be asked to replace or purchase the volumes they have not returned, in order to compensate the University for the loss of part of their collections. If the books are not replaced or refunded, the user will lose the right to access Library services, and a report will be made to the appropriate bodies.

After the loan period has expired and following the sending of two periodic automatic email notices, the Library Loans service will identify users and books that have not been returned, and will implement actions for their replacement/refund.

Following the sending of the first two automatic email notices, with a third and final email, a follow-up to the user will be made via a different contact channel (e.g., phone) to replace the books or to refund the amount corresponding to the commercial value of the books not returned.

Starting from 15 days after the third reminder has been sent, the user's right to access Library services will be temporarily suspended. If the books are not returned or refunded one month after the sending of the third reminder, the user's right of access to Library services will be permanently suspended.

Upon replacement/refund, evidenced by written certification from the Acquisitions Service, all access rights to Library services will be restored.

Names of users who have failed to return or refund borrowed books, and who have been permanently suspended from access to Library services will be notified to the relevant bodies/offices by the Library Director:

- Disciplinary Board (Students);
- Head of Department and Dean of the Faculty (Faculty);
- Alumni & Fundraising Unit (Alumni);
- People & Culture Unit (Staff).