

You are now the bearer of a multi-purpose campus card. Your Library/ID card serves as a campus ID and Library card — even as a Dining Services meal plan debit card. This guide contains your cardholder agreement and SFU’s library loan policy, as well as information about other card services.

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IDENTIFICATION

Your Library/ID card identifies you as a member of the Simon Fraser University community. Campus departments may request your card to confirm your eligibility for services and access. Your card displays your name, colour photo, University card numbers, a Library and U-Pass BC barcode, and issue date. It also has a magnetic stripe on the back to use at SFU Dining Services outlets and to obtain your U-Pass BC.

For students admitted into SFU Surrey programs, and for staff and faculty at the Surrey campus, the card is also a door/security access card. You will need your card to gain access to the campus and for security purposes you must have your card displayed while on the Surrey campus.

LIBRARY LIBRARY ID CARD

Your Library/ID card may be used for library loans and services at the WAC Bennett Library on the Burnaby campus, the Fraser Valley Real Estate Board Academic Library at the Surrey campus library, and the Samuel and Frances Belzberg Library at the Vancouver campus in Harbour Centre. Please familiarize yourself with the Library loan policy inside this guide.

FEEL FREE

You can use your card on the Burnaby campus for meal plan services at SFU Dining Service outlets, including Raven's, White Spot, the Alexander MacKenzie Cafeteria, Simon C's Convenience Store, the Residence Dining Hall, and the Diamond Alumni Centre.

The SFU meal plan allows you to use your card just like a debit card. By depositing a chosen dollar amount into your meal plan account, you can enjoy the convenience of not having to carry cash. The minimum deposit is \$50; however, with a deposit of \$500 or more you can avoid paying HST on your meal purchases for one term.

Just visit the Dining Services office (Academic Quadrangle 2028 on Burnaby campus) between 9 am and 4 pm, Monday to Friday, to set up an account.

Students who have money on their meal plan must inform the Dining Services office if their student card is lost or stolen.

CONTACTS

LOST

If your card is lost or stolen, you must notify us immediately at the appropriate contact listed below. Surrey students, staff and faculty should also contact Surrey security at 778.782.7511.

For students in programs at the Burnaby or Vancouver campuses, you must replace your card at the Student Services counters at Burnaby or Vancouver. Replacement cards for Burnaby and Vancouver are \$17.27 each (including applicable taxes).

For students in programs at the Surrey campus, you must replace your ID/Access card at SFU Surrey Student Services. Replacement cards for Surrey are \$24.76 each (including applicable taxes).

FOUND

If you find someone's card, please return it to Student Services at any of SFU's campuses.

BURNABY

tel. 778.782.6930, fax 778.782.4969

VANCOUVER

tel. 778.782.5000, fax 778.782.5060

SURREY

tel. 778.782.7400, fax 778.782.7403

CLIENT CARDHOLDER AGREEMENT: MANDATORY USE SECTION

This agreement replaces all previous agreements between me and Simon Fraser University governing the mandatory use of the SFU Card and Card Program. In exchange for SFU allowing me to use the Program, I agree to be bound by the following terms:

Mandatory Card (Including at the Library and A...);
(Note: This mandatory provision applies to all members of the SFU community.)

The SFU Card is mandatory for identification, library loans and access. The SFU Card must be carried by the card holder and on request shown for the purpose of identification in order to be granted access to facilities

5. Card Ownership

You are the owner of each Card. No one but me is permitted to use my Card. I do not have the right to assign or transfer this Agreement or any Card to any one else.

6. Lost or Stolen Card

I must advise Registrar & Information Services in writing or by phone (778.782.6930) at once if a Card is lost or stolen or if I suspect it is lost or stolen (Monday to Thursday 9am to 6pm, Friday 10am to 4:30pm). After those hours I may phone Campus Security at 778.782.3100 to report a lost or stolen card. If I have an SFU Surrey card, I will report it lost or stolen to Surrey Security at 778.782.7511. If a Card is lost or stolen, I will be liable for all transactions (and all resulting account activity) resulting from the loss or theft of the Card that are incurred before the time I advise Registrar & Information Services or Surrey security in writing or by phone about that loss or theft through any one or more transactions in which the Card was used to make those transactions.

7. Replacement Card

Replacement cards will be issued by Registrar & Information Services in Burnaby, Surrey and Vancouver. I must present a valid driver's license or other valid picture ID in order to obtain a replacement card. The fee for a replacement card is \$17.27 (including applicable taxes). Replacement cards for the Surrey campus are \$24.76 (including applicable taxes).

8. Changes to Agreement

You may change this Agreement periodically. Any such changes will be posted at least 30 days in advance at Registrar & Information Services in Burnaby, Surrey and Vancouver, and in widely-circulated campus publications (e.g. Simon Fraser University News). If my Card is used after the effective date of a change, it will mean that I have agreed to the change.

9. Restriction or Termination

You may restrict the use of a Card or terminate this Agreement at any time without notice if I have breached this Agreement. In all other cases, you or I may terminate this Agreement at any time by giving written notice of termination to the party (or parties) to be bound by that written notice. You must direct your written notice to my address last appearing on your records and I must direct my written notice to Registrar & Information Services. If this Agreement is terminated, I am not relieved of my obligations under it until they have been completely satisfied.

10. Liability for Damages

You will not be liable for damages resulting from any failure, error, malfunction or inaccessibility of any Terminal (or anything else), or from any failure, error or delay in the provision of services to me under this Agreement. This will be so even if the likelihood of those damages was known to you or the failure, error, malfunction or inaccessibility was caused in whole or in part by your negligence. You will also not be liable for any special, indirect or consequential damages.

LIBRARY LOAN POLICY

Effective: December 5, 2005

Objectives

The purpose of this policy is to provide equitable access for the SFU Library community, to maximize the availability of library material and resources, to minimize inconvenience to library users, to ensure the provision of high levels of quality service and to promote efficiency in all Loans operations.

Privileges

1 The Library shall extend borrowing privileges to any registered students, eligible faculty/staff, alumni and others approved by the Library. There shall be two basic categories of library cards: those authorized by Registrar and Information Services, and those authorized by the Library. Library cards are not transferable and will be honoured only when presented by the legitimate cardholder.

2 The Library will hold the borrower whose name appears on the card responsible for all use made of the card. Responsibility shall include: immediate notification of lost, stolen, or damaged cards; reporting and payment for lost or damaged materials and reporting any changes of address (see Procedures #4: Address information). Borrowers will also be held responsible for returning all material, including recalls, when due. It is the responsibility of all borrowers to ensure that they are aware of all circulation policies and practices to avoid difficulties with fines and/or suspensions on their patron record. Lack of knowledge of loan regulations, failing to note due dates, failing to renew on time and failing to receive notices (e.g. courtesy, overdue, etc.) will not qualify for cancellation of fines or other charges. For security and privacy reasons, borrowers must not share their library bar code with anyone or use it for any purpose not expressly permitted by the SFU Library.

3 The loan period for any material circulating in the General Collection at Bennett, Belzberg and Surrey Libraries depends on the material type and borrower category (Chart #1).

4 Specialized materials in the library collections (Reserves, Media Resource Centre (formerly Media Collection), AV material, rare books, media equipment, games, etc.) are subject to special loan periods and requirements, as authorized by the area responsible for the material. Alumni and External borrowers may not have access to this material.

5 (also see policy #3 above): Three-week loan material in the General Collection may be renewed prior to the due date for an additional three weeks from the date of renewal. Term loan material may be renewed starting on a fixed date each term (March 31, July 31 or November 30). All term loan material borrowed on or after the renewal date will become due on the next term's due date. Renewals are not allowed if another patron has requested the book or when a patron's privileges are suspended.

6 Fines will be assessed on all overdue materials and library borrowing privileges will be suspended until all overdue materials have been returned and fines have been paid. [Exception: for fines outstanding of \$5 or less, borrowers may access services until they have the opportunity to pay.

7 Where charges have not been paid within 60 days of having been incurred, accounts may be placed in the hands of a collection agency for recovery.

8 Patrons shall be subject to the borrowing regulations which pertain to the General Collection and to all special loans collections within the Library loan system.

9 In the event of a system

Chart #1

Borrower categories	Low demand material	High demand material	Reduced Loan Period (when a request/hold exists)	Online Renewals*
Undergraduates				

failure or other disruption of normal services such as public mail or transportation, the Library will make every reasonable effort to satisfy all requests. The Library will hold borrowers responsible for informing themselves regarding the current status of all materials checked out on their cards, and for returning materials when due. The Library will attempt to facilitate in-person return of such materials. If material is returned by mail during disruption of normal service the date of postmark will be considered the official date of return.

10 The Library accepts that from time to time borrowers will express criticism of its Loans policies and practices. However, if in the process Library staff are additionally subjected to acts by a borrower which in the opinion of the Head of the Loans Division or Branch Head, acting reasonably, are abusive and/or threatening, the Library may, on the recommendation of the Head of the Loans Division or Branch Head and the authority of the University Librarian, suspend the borrowing privileges of that borrower for a specific or indefinite period. Such action may be appealed through the Library Penalties Appeal Committee. Patrons are also subject to University policies GP 25, Emergency Response to Threatening Behaviour, and GP 18, Harassment Policy.

Patron Services

- 1 Cards: All university ID cards will be issued by Registrar and Information Services. The Library will directly authorize the issue of all External Borrower library cards. Ultimate authority resides with the University Librarian. The Library, on receipt of confirmation from Registrar and Information Services, will authorize the use of all library cards.
- 2 The person to whom a library card is issued must personally present the card every time material is checked out. No material will be checked out without a library card. Cards loaned to other users will not be honoured.
- 3 Library users should inform Loans staff at any SFU Library immediately when a card is lost or stolen, at which point a stop will be placed on the card. A replacement fee is charged.
- 4 E-mail/Address information:

E-mail:

Students, faculty and staff: all student library records are loaded automatically with their official SFU email address. Patrons preferring to access email via an alternate server are requested to set up email forwarding from "@sfu.ca" to their preferred server.
Go to:

www.sfu.ca/itservices/email.

Alumni: All notices are automatically directed to their email address that is on file with the SFU Alumni Relations Office.

All other categories: Patrons wishing to make an email address change can do so by contacting the Library Loans department at 778.782.4345.

Contact Addresses:

Borrowers are responsible for notifying the appropriate authority of any change of contact address. Patrons who receive printed notices must change their address as indicated in Chart #2 below.

- 5 When material is lost or damaged it should be reported immediately to the location from which it was borrowed.
- 6 Patrons wishing to obtain checked-out materials from the General Collection may do so by placing a request on the library computer system or by

arrangement with Loans/Circulation staff. All short-term loan material must be returned by the due date; no recall notice will be sent to the current borrower. Borrowers of term loan material will be notified of the revised date when requested material is due back in the library. When the item is returned, either in response to a recall or because it is due, it will be held for the patron who placed the request until the hold period expires. It is the requestor's responsibility to check whether a requested item has been returned and is being held. Patron requests for checked-out material from all Special Loan areas may be placed with staff in the special area concerned. (*In some cases, computer based requests will also be accepted.)

- 7 Material in the General Collection, Reserves, and Media Resource Centre (formerly Media Collection) may be renewed on-line or at the checkout point where borrowed (limits apply). General Collection material may be returned at any Library book return that is accessible to the borrower. Special loans and reserves material must be returned to the location where borrowed.
- 8 When an item becomes overdue, the Loans Division will send an overdue notice. Bills will be sent to cover penalties incurred for outstanding overdue or end of term items. Borrowers will be assumed to have received any notices or other correspondence sent to them.
- 9 If a borrower wishes to appeal assessed penalties or suspension of library borrowing privileges, s/he may do so in writing to the Head of the Loans Division or by submitting an on-line appeal form www.lib.sfu.ca/about/policies/appeals-form. Decisions made by the Loans Division about penalties may be appealed to the Senate Library Penalties Appeal Committee, whose decision shall be final.
- 10 During disruptions of normal Library services, public mail, or transportation services, borrowers should check with any library area through which they have borrowed material to ensure that there are no outstanding requests and to obtain information regarding return procedures.

Chart #2

Borrower category	Location to submit address change
Students	on-line on the Student Information System (sis.sfu.ca)
Alumni	SFU Alumni Relations Office, Diamond University Centre, Burnaby campus (www.sfu.ca/alumni)
External borrowers	Library Loans/Circulation counter at any SFU Library location
Faculty/Staff	Human Resources Office, Burnaby (contact address defaults to departmental address unless Library E-mail requested)