
Policy: **Library Privileges**

Code: **08LR01**

Reviewed/ Revised: **15/02/2022**

Date of Next Review: **February 2024**

Policy Owner: **Senior Librarians**

Target audience: **All EAHM students, Faculty and Library users**

PURPOSE:

This policy is developed to guide on the use of The Emirates Academy of Hospitality Management (EAHM) Library facilities, services and collections and under what conditions.

SCOPE:

The policy covers all Library facilities, services and collections currently offered, and all user types currently eligible to access them.

DEFINITIONS:

N/A.

POLICY STATEMENT:

The policy is outlined in the charts in the annex of the policy.

RESPONSIBILITY:

The Library staff are responsible for ensuring that library members understand and implement the policy as written, and that exceptional cases are referred to the Dean for a decision. The Library staff are responsible for ensuring that the policy is up to date and that it is reviewed according to the agreed schedule.

IMPLEMENTATION OF THE POLICY:

All current library staff members are authorized to implement the policy, granting or denying access as described. When someone complains about their non-eligible or limited status, or when a case is ambiguous, the Dean will decide and will explain the reason for the decision to the individual in question.

ASSOCIATED DOCUMENTS:

- 08LR03 Library Loan Rules

MENTIONS:

N/A

DATE OF NEXT REVIEW:

This document should be reviewed by **February 2024**.

Annex A: POLICY STATEMENT

Category	Privileges	Duration	Suspension criteria
EAHM full-time Undergraduate students	<ul style="list-style-type: none"> Borrowing as defined in Policy 08LR03 Library Loan Rules Use of library premises for study and research during open hours Training in use of the OPAC, electronic databases and library policies and procedures Use of licensed electronic resources accessible via the library Intranet pages Reference and research assistance from library staff Free document delivery from British Library & Ingenta, at the discretion of library staff and primarily for 3rd and 4th year students In-house use of computers, photocopiers, scanners, laminators, DVD players, etc, designated for student use 	From the first day of class in the joining year to the day of the last exam in the graduating year.	<p>If overdue materials are not returned after 3 notices</p> <p>If fines of over AED 200 accrue and are not paid within the stipulated time period</p> <p>If library materials are damaged or lost and not paid for in the stipulated time period</p> <p>If behavior in the library is deemed disruptive or destructive by library staff and appropriate responses are not made to reprimands.</p>
EAHM part-time students	Same as full-time students	Same as full-time students	Same as full-time students

Category	Privileges	Duration	Suspension criteria
EAHM full- and part-time post-graduate students	<ul style="list-style-type: none"> • Borrowing as defined in Policy 08LR03 Library Loan Rules • Use of library premises for study and research during open hours • Training in use of the OPAC, electronic databases and library policies and procedures • Use of licensed electronic resources accessible via the library webpages • Reference and research assistance from library staff • Free document delivery from British Library & Ingenta • In-house use of computers, photocopiers, scanners, laminators, DVD players, etc, designated for student use 	From the first day of class in the joining year to the day of the last exam in the graduating year.	<p>If overdue materials are not returned after 3 notices</p> <p>If fines of over AED 200 accrue and are not paid within the stipulated time period</p> <p>If library materials are damaged or lost and not paid for in the stipulated time period</p> <p>If behavior in the library is deemed disruptive or destructive by library staff and appropriate responses are not made to reprimands.</p>

Category	Privileges	Duration	Suspension criteria
<p>EAHM Alumni A refundable deposit of AED 250 must be paid before a graduate may borrow items for home use.</p> <p>To be eligible for these privileges, an alumnus/a must live and work in the United Arab Emirates.</p>	<ul style="list-style-type: none"> • Borrowing as defined in Policy 08LR03 Library Loan Rules • Use of library premises for study and research during opening hours • Reference and research assistance from library staff • Use of photocopiers at a charge of 1 dirham per page • In-house use of computers, DVD, CD and audio cassette players designated for public use • EA alumni may <u>not</u> use the licensed databases, according to the terms of our licenses. However, library staff may search for articles on a topic for them, if the need is academic or professional. • EA alumni may request articles from BL or Ingenta, if they pay the full cost 	<p>From the end of the 4th year final exam week. Two current phone numbers, a home address and an email address other than an EA one must be provided.</p>	<p>If a graduate moves outside the UAE, these privileges are no longer valid.</p> <p>Otherwise, same as full-time students.</p>

Category	Privileges	Duration	Suspension criteria
<p>EAHM temporary students (e.g. PDP participants)</p> <p>Note: Darley Flying Start students are given borrowing privileges for the duration of their stay. Similar long-term course participants may be allowed borrowing rights, at the discretion of the Library Director.</p>	<ul style="list-style-type: none"> • Use of library premises for study and research during opening hours • Use of library collections in-house but no loans • Reference (but no research) assistance from library staff • In-house use of computers, DVD, CD and audio cassette players designated for public use • Use of photocopiers, free of charge, as authorized by the Library Director in consultation with the course tutor (use the code 0690) • If a PDP trainer requests it, we can provide access to the licensed databases for a limited time period. This is done using special guest logins which must be disabled after the PDP is over. This would only be done for PDPs that last several weeks (e.g. the part-time HR course) 	<p>From day one of the short course to the end of the last day.</p>	<p>Determined on a case-by-case basis in consultation with the course tutors. Default is the same as for full-time students.</p>

Category	Privileges	Duration	Suspension criteria
EAHM Faculty (including adjunct)	<ul style="list-style-type: none"> • Borrowing as defined in Policy 08LR03 Library Loan Rules • Use of library premises for reading and research during open hours • Training in use of the OPAC, electronic databases and library policies and procedures • Use of licensed electronic resources like Proquest • Reference and research assistance from library staff; extensive research may be done for Faculty writing papers for conferences or working on PhDs, usually involving database searches; in-depth reference assistance will also be given, to compile data on a subject or find answers to questions • Free document delivery from British Library & Ingenta, • Compilation of book lists for particular classes, or to help with textbook selection; compilation of book lists from the OPAC for course required reading lists • Routing of tables of contents of new periodical issues; routing of new periodical issues as requested 	While the Faculty member is a contracted member of EA staff.	<p>No provision for suspension except when a Faculty member leaves the employ of EA.</p> <p>If an EA employee takes a job within Jumeirah, they must return all library materials at the time of leaving EAHM. Their library privileges are suspended until they pay the membership fee of AED 250.</p>

Category	Privileges	Duration	Suspension criteria
EAHM admin staff	<ul style="list-style-type: none"> • Borrowing as defined in Policy 08LR03 Library Loan Rules • Use of library premises for study and research during open hours • Training in use of the OPAC, electronic databases and library policies and procedures • Reference (but no research) assistance from library staff • Use of licensed electronic resources like ProQuest • In-house use of computers, photocopiers, scanners, laminators, DVD players, etc, designated for the purpose 	From the first day of contracted employment with EA to the last day in the job.	<p>If overdue materials are not returned after 3 notices</p> <p>If fines of over AED 200 accrue and are not paid within the stipulated time period</p> <p>If library materials are damaged or lost and not paid for in the stipulated time period</p> <p>If an EA employee takes a job within Jumeirah, they must return all library materials at the time of leaving EAHM. Their library privileges are suspended until they pay the membership fee of AED 250.</p>

Category	Privileges	Duration	Suspension criteria
EAHM contract staff (cleaners, security, Intercat, etc.)	<ul style="list-style-type: none"> • Borrowing as defined in Policy 08LR03 Library Loan Rules • Use of library premises for study and research during open hours • Reference (but no research) assistance from library staff • Training in use of the OPAC, and library policies and procedures • In-house use of computers, photocopiers, scanners, laminators, DVD players, etc, designated for the purpose • Limited use of photocopiers, for work purposes 	From the first day of employment on the EAHM campus to the day such employment ends, i.e. the employee is transferred to another location or leaves the company. Contract employees who no longer work on the EAHM campus may not use the library.	<p>If overdue materials are not returned after 3 notices</p> <p>If fines of over AED 200 accrue and are not paid within the stipulated time period</p> <p>If library materials are damaged or lost and not paid for in the stipulated time period</p> <p>If behavior in the library is deemed disruptive or destructive by library staff and appropriate responses are not made to reprimands</p>

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<p>Jumeirah colleagues</p> <p>An annual non-refundable AED 250 membership fee must be paid before a colleague may borrow items for home use.</p> <p>Jumeirah colleagues who live in Jumeirah Village may not use the library computers to access their email accounts, unless they are paid-up members.</p>	<ul style="list-style-type: none"> • Borrowing as defined in Policy 08LR03 Library Loan Rules • Use of library premises for reading and research during open hours • Training in use of the OPAC, and library policies and procedures • Reference (but no research) assistance from library staff • In-house use of DVD player and computers designated for public use • Use of photocopiers, for 1 dirham a page • For grades A and B, routing of tables of contents and document delivery from EA subscriptions • Jumeirah colleagues may not use the licensed electronic databases, according to the terms of our licenses. However, for senior colleagues we may occasionally conduct research for them, and send or print articles for them 	<p>From the first day of employment with Jumeirah in Dubai, to the end of the last day.</p>	<p>Same as for full-time students.</p> <p>In the case of senior Jumeirah colleagues, the Library Director must authorize suspension, and may consult the Managing Director first.</p>

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<p>Dubai Natural History group</p> <p>Under an agreement made in 2002, the EAHM Library houses (but does not own) a collection of resources on the natural history of this region. The agreement is that DNHG members have access to the library to use the materials in-house or they may borrow them.</p>	<ul style="list-style-type: none"> • Borrowing as defined in Policy 08LR03 Library Loan Rules • Use of library premises for reading and research during open hours • Training in use of the OPAC • In-house use of DVD player and computers designated for public use • Use of photocopiers at a charge of AED 1 per page 	<p>Until the person leaves the UAE, or as determined by the DNHG Executive.</p>	<p>This will be determined by the DNHG executive for their materials.</p>

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<p>External – Individual (“the general public”)</p> <p>External individuals fulfilling the following criteria will be eligible to use the EAHM library as defined here, at the discretion of the Library Director or as recommended by the Dean or Managing Director—</p> <ul style="list-style-type: none"> • Anyone registered in a post-secondary program in hospitality or tourism • Anyone working in hospitality or tourism with a need for reference material for professional development or to do their job • Anyone who teaches in a hospitality or tourism program • Anyone wanting to refer to the WTO collection 	<ul style="list-style-type: none"> • Use of library premises for reading and research during open hours • Training in use of the OPAC • In-house use of DVD player and computers designated for public use • Use of photocopiers at a charge of AED 1 per page, in accordance with UAE copyright law 	<p>Individuals from outside EAHM and outside Jumeirah must request permission to use the library from the Library Director. They must make an appointment in advance each time they want to use the facilities, so precedence can be given to students during busy times. They will be registered as members in Alice but will not have loan privileges. They will also not be able to use the licensed electronic resources.</p>	<p>If behavior in the library is deemed disruptive or destructive by library staff and appropriate attempts have not been made to respond to reprimands</p> <p>If photocopy charges are not paid in full after each use</p> <p>If an individual is discovered trying to photocopy an entire journal, book or report, contrary to UAE copyright law</p>

POLICY APPROVALS RECORD

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