



GUIDE TO YOUR SFU LIBRARY/ID CARD

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.

INSIDE

Client Cardholder Agreement: mandatory use section

Library Loan Policy

CARD SERVICES

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 loans and library services

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.

Food services

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 Uses (Identification, Library Loans and Access);

(Note: This mandatory provision applies to all members of the SFU community.)

Definitions in this Agreement

What the words mean: In this Agreement, please remember that:

- **I, me and my** mean the individual to whom a Card has been issued and whose name and photo are printed on the Card.
- **You and your** mean Simon Fraser University.
- **University** means Simon Fraser University.
- **SFU Card** means the multipurpose card used for identification, library loans, secure access and, as requested by me, to access a comprehensive range of financial transactions by students, alumni, employees and visitors within the SFU community.
- **Card** means a Simon Fraser University Card.
- **Cardholder number** means the unique number assigned to my SFU card which identifies me within the program.
- **SFU Card office** means the office responsible for the administration of the SFU Card Program (Academic Resources in Student Services).
- **Program** means the SFU Card and the services accessed by the use of the SFU Card.
- **PIN** means the personal security code (Personal Identifier Number) I have selected in your set way.
- **Terminal** means any Card-activated machine, terminal or device at which a Transaction may be made.
- **Transaction** means any activity using the Card that creates a digital record, including library loans and secure access.
- **Mandatory or mandatory use** means the required use of the SFU Card for access and for services as authorized by the University.
- **Voluntary or voluntary use** means a choice by me to access the range of services provided within the SFU Card Program which are not mandatory.
- **Service Providers** means those departments and others authorized by the University to use the SFU Card for access to either mandatory or voluntary services.

Unless the context requires otherwise, words in this agreement which are in the singular number include the plural, and vice versa.

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 and to obtain services for eligible students, alumni, employees and other visitors within the SFU community. In order to authenticate and ensure reliability of information it is required that the SFU Card Program collect, use and disclose limited personal biographical data in order to assist me in providing proof of identity and for access to University facilities and services which I am eligible to use. Specifically, the data which will be made available for such purpose will be the following: name, card holder numbers, department and/or campus affiliation, local address, home address, telephone number, status with the University and digital photo. Of this information, only my card holder number will be encoded magnetically on the card. All other information is printed on the card and /or recorded in the Program's information system.

You affirm:

- i) that all non-specified or other uses of the card is prohibited without my prior authorization.
- ii) that it is forbidden to require me to produce my card for other than the purposes specified in points 2, 3, and 11 of this agreement.
- iii) that I may voluntarily choose to use the SFU card for a wide range of financial services to pay for food,

photocopying, vending, and activity fees and that such use will be subject to a separate agreement between you and me.

Use of the SFU Card in mandatory use facilities will show that I have received and read this Agreement. If I use the card for identification, library loans or for access to facilities or services after I have been issued my SFU Card, it will mean that I have received and read this Agreement. It will also mean that I have understood and agreed with you to everything written here.

3. Access to Information

If at any time I wish to request access to my own personal information I may do so by contacting:

Registrar & Information Services, Student Services, MBC 3200, tel 778.782.6930, fax 778.782.4969

4. Protection of Information

Only limited information is recorded on the face or magnetically on the card. Anyone who works with or for you has access to my information only through the use of system security passcodes and authorizations. If I have a concern about the system I may make my complaint by writing to the Director, Student Registrar & Information Services.

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 cards

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. 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.

11. Use and disclosure of Information

At all times, you will ensure that all personal information relating to me collected by you will be governed by the Freedom of Information and Protection of Privacy Act of the Province of British Columbia. The University and Registrar & Information Services are authorized under the provisions of the University Act (RSBC 1979, c419) and the operating Policies and Procedures of the SFU Card program to collect personal information for the purpose of providing identification, library loans and services, and other services as noted within this card holder agreement and as authorized from time to time by the University. If I have any questions about the collection and use of my personal information I may contact the Director, Records and Registration, at MBC 3200, tel 778.782.3296.

From time to time,

- i) You may use my personal information for any purpose related to the provision to me of mandatory services and any other services that the University may authorize. You may also give my personal information to anyone who works with or for you, but only as needed for the provision of those services. Services include the SFU Card program, Registrar, Library, Campus Security, U-Pass transit card program, or others authorized by the University as part of the authorized mandatory uses of the SFU Card.
- ii) You may use my personal information to promote your mandatory services to me. You may also add my personal information to client lists you prepare and use for this purpose.
- iii) You may track the use of my Card for the purpose of establishing information about transaction trends and times for groups of people to which I belong, but may not use such information in any way which would disclose information about me personally or my personal uses of the Card to any third party. You affirm that any unauthorized uses of data profiles is prohibited.

Even if I am no longer your client or this agreement terminates, you may keep information in your records and use it for the purposes noted above according to your policies and procedures governing the operation of the SFU Card program.

NOTES TO CHART #1:

- General Collection material with an outstanding request (hold) at the time of checkout will have a reduced loan period of 1 week.
- * Patrons shall be informed of the due date of all material at the time of checkout, through the date due slip. Patrons can also check the status of their record and any materials out to them on-line through the Library system.
- * The term loan due date will be set by the Library to be no less than one week after the end of exams.
- * All circulating books in the General Collection can be requested by other patrons.
- * If there is no existing patron request the guaranteed loan periods are as follows:
 - 3 weeks for 3 week loan periods.
 - 3 weeks for term loan periods.

LIBRARY LOAN POLICY

Effective: December 5, 2005

Objective

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.

Policy

- 1 **Library cards:** 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 **Borrower's responsibility:** 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 **General Collection Borrower categories, loan periods and renewals:** 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 **Special Loans Collection:** 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 **Renewals** (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 **Suspensions and Fines:** 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 **Unpaid accounts:** 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 **Borrowing regulations:** 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 **Disruption of service:** In the event of a system

Chart #1

Borrower categories and loan periods				
Borrower categories	Low demand material	High demand material	Reduced Loan Period (when a request/hold exists)	Online Renewals*
Undergraduates	Term loan	3 weeks	1 week	first 3
External borrowers	Term loan	3 weeks	1 week	first 3
Alumni	Term loan	3 weeks	1 week	first 3
Graduate students	Term loan	Term loan	1 week	first 3
Faculty/Staff	Term loan	Term loan	1 week	first 3
*Unlimited number of renewals in person if no request exists (materials must be present).				

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 **Patron conduct:** 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.

Procedures

- 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

Address changes	
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)