

Points to Note on the Use of Reservation Counters at the Soochow University Library

Approved at the Library Board Meeting on February 23, 2023

Adopted at the Library Board Meeting on June 29, 2023

Article 1

In order to facilitate the self-service of patrons in obtaining reserved or borrowed books, the library of Soochow University (hereinafter referred to as the Library) has established the "Guidelines for the Use of Reservation Counters of Soochow University Library" (hereinafter referred to as the Guidelines).

Article 2

The book reservation counter is available to students, faculty, and staff of the University and readers with valid library cards.

Article 3

The book reservation counter is located at the following places:

1. Main library: 1/F, Building B, at the elevator exit.
2. DOWATOWN campus: The elevator lobby on the 7th floor of the 2nd Building.

Article 4

The pick-up time for reserved books at the book cabinet is as follows:

Main library: Open 24 hours.

DOWATOWN campus: Open according to the opening hours of the 2nd Building.

Article 5

Book Pickup Service :

1. To use the book pick-up counter service, please make a reservation or borrow library materials from the library collection inquiry system of TNU, and choose "Shuangxi Book Pick-up Counter" or "Chengcheng Book Pick-up Counter" for the collection of pick-up.
2. The book reservation counter service is limited to books that can be borrowed in general. Non-book materials should be borrowed in person from the Library's non-book materials room.
3. Reservations for borrowed materials are limited to books that have already been borrowed, and there is no restriction on where you can pick up the books.
4. The "On-shelf Collection Transfer" is limited to transferring books to another campus for pickup, and the location of pickup cannot be selected from the original collection.
5. The library will notify readers by e-mail to pick up the book within the specified period when the reserved or borrowed materials arrive at the library. However, the notification letter may not be able to be sent due to uncertainties such as network conditions, mailbox capacity, server abnormalities, etc. Readers should always log in to the "Personalized Library Collection" page. Readers should always log into the "Personal Information Area" to keep track of the current status of application and borrowing, rather than relying solely on e-mail notification.
6. In the event that a book cannot fit into the reserved pick-up counter, the library will

change the pick-up counter to the library circulation counter according to the originally selected pick-up location.

7. If the books are not picked up by the deadline, they will be returned to the original location of collection or be provided to the next reservation.

Article 6

Return Box Service:

1. Books borrowed from the Reservation Desk, if not needed, must be put into the return box at the bottom of the operation screen of the Reservation Desk. After noon of the next working day, please check the "Individual Borrowing Record" on the Internet to make sure that the book return procedure is completed, and contact the Library if there is any doubt.
2. Please do not put the following items into the book return box:
 - (1) Books that are not owned by the Library.
 - (2) Large books that cannot be put into the box.
 - (3) Books that are damaged, damp, moldy or torn.
 - (4) Audio-visual materials (CDs, VCDs, DVDs, etc.) and books with accessories (compact disks, teaching aids, paper cards, etc.).
 - (5) Books borrowed from interlibrary cooperation centers outside of the university.
3. If the return box is full or for any other reason cannot be used, please contact the librarian, or use the return box on the right side of the main entrance of the Main Library, the wooden return box on the 1st floor of the Building B next to the payment machine, and the 1st floor of the 3rd Building of the Downtown campus, and do not put in the box by force or put it in a space other than the box arbitrarily. The borrower will be responsible for any damage or loss caused.

Article 7

Matters not covered in these points shall be governed by the "Rules for Borrowing Library Materials from the Library of Soochow University" and "the policy to Note on the Use of Return Boxes in the Library of Soochow University".

Article 8

After the approval of the Board of Trustees meeting, this summary shall be reported to the Director for publication and implementation, and the same shall apply to any amendments.