



How to use the library correctly

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Who may use the library?

Everyone, even FH external persons, may read in the library and make photocopies of books and magazines.

Who may borrow books?

Students, graduates, and internal and external members of staff of the FH and also students of other faculties may borrow books from the library. A loan is only possible with a library card (=student ID of staff ID).

Who can I contact?

All librarians are available to answer questions in person, by telephone, or via email:

Marion Götz EX 130	marion.goetz@fhwn.ac.at
Judith Holzer EX 136	judith.holzer@fhwn.ac.at
Martina Humer EX 131	martina.humer@fhwn.ac.at
Rebecca Ullmer EX 137	rebecca.ullmer@fhwn.ac.at
Christoph Schäffler EX 132	christoph.schaeffler@fhwn.ac.at
Fabrizio Som mavilla EX 134	fabrizio.sommavilla@fhwn.ac.at

Please address general email queries to: bibliothek@fhwn.ac.at

Suggestions and feedback are always welcome! We are almost perfect, but not quite :-).

What is the correct behavior in the library?

The library aims to offer all patrons the fastest and most efficient service possible. Therefore it is important that you return a book to its exact location on its original shelf after use, provided that you do not wish to borrow it. If you can't identify the exact location to put back the book, please put it back lying flat on the end of the shelf.

With its numerous reading opportunities, the library offers an ideal environment for concentrated work and study. In order to maintain this environment, however, all library patrons must adhere to the quietude policy (communicate softly, do not use mobile phones and keep them on silent alert). While we are on the subject of regulations: food and drink (apart from bottled drinks) are not permitted in the library!



What books, videos, CDs, etc. are available?

You can research library holdings in our online catalogue (<http://bibliothek.fhwn.ac.at>). You can do a search using several different search fields (author, title, keyword etc.). You must use correct spelling! Less is more when it comes to keywords!

What magazines and journals are available?

You can obtain a list of all journal subject areas by entering the following characters into the 'Systematik' search field: %ZS%. By clicking on the respective subscriptions you will see a list of all available issues. Older issues are located the compact unit on the ground floor of the library.

How are the books organized?

Our books are ordered according to subject areas. These subject areas are marked with a letter identification code, the 'Systematik'. For example W.VW.EUI: the first letter indicates the general subject (in this case W for Wirtschaft, i.e. economy), the second set of letters denotes the subgroup (VW for Volkswirtschaftslehre, i.e. economics), and the final set the in depth topical classification (EUI for European Integration). You can find these identification codes on the spine of every book, underneath which are the first three letter of the author's surname. The books are ordered alphabetically according to this system.

Once I have identified a book's code, how can I find it on the shelves?

Have a look at the coloured panels beside the PCs for library searches (OPAC) or follow the large labels on the front ends of the shelves. These indicate the subgroups of the ordering system.

How can I find a book if I do not know its identification code?

In order to find a book's code, search for it in our online catalogue (OPAC). When you then click on the result you will see the book's details on the right hand side of the screen. Under the heading 'Standort' you will see the identification code and thus the location of the book.

How can I borrow a book?

With an FH-ID (student, staff, and lecturer ID) you can take out books at the 'Self-Loan Counter' (second terminal at the library entrance). A touch screen will take you through the process step by step. After a successful loan you will be issued a receipt. In some cases, the terminal will refer you to us at the Information Point. This is the case when, for example the desired book has already been reserved by somebody else, or when you have reached the maximum number of books allowed out.

New journals not older than 6 months situated in the upper floor may not be taken out. Older journals from the archive can be borrowed.

How much may I take out?

You may take out up to 15 different books/CDs etc. at one time.

Are there exceptions?

Yes, library users, who haven't got a 3rd warning within in the past 12 months are allowed to exceed the limit of 15 media briefly.



How long may I keep books/DVDs etc.?

The normal time limit for a loan is 2 weeks. You may continue to extend this limit by a further 2 weeks, until another user requests the book. The time limit for movies is 1 week.

How do I extend the loan of a book?

Use the online catalogue on the FH website (<http://bibliothek.fhwn.ac.at>), click on 'My Library' and register with your ID-card number and birth date (exact instructions are available there). Your account will show you what you have borrowed and when. By selecting the items you want to renew and clicking on the button 'Renew Record' and then confirming the renewal you can extend your loan by a further 2 weeks.

You cannot extend the book by yourself anymore when the loan period has expired or when the book has been requested by another user. For extension you may contact us also by mail, phone or personally.

Where and how can I return a book to the library?

During library opening hours simply leave the book in the trolley on the right side of the reference desk.

Outside of library opening hours you may deposit your books in the returns box outside of the library on the left hand side of the corridor.

What happens if I fail to return the books on time?

Our reminder system works automatically. You will receive the following notices via email:

Reminder: 3 days before expiration of the loan period

1. Warning: 1 day after expiration of the loan period
2. Warning: 7 days later
3. Warning: further 7 days later

After the third warning you have a further 3 days to contact us. Should you fail to do so, your account will be locked for 2 months (barring vacation). This means that you may not borrow books from the library during this time. Besides this, you will be charged with a recovery fee for the books and an additional € 15 processing fee.

Thus it is far easier for us if you abide by the loan time restriction :-).

What does 'Präsenzbestand' mean?

A book with an orange dot on its spine is designated as 'Präsenzbestand' (reference collection). This means that it cannot be taken out (exception: over night, or for a weekend). It should remain in the library as a reference copy, or as a master copy for photocopying.

What are the books that are on loan for several years

These books are located in a department/degree programme of the FH. The fictitious date can be interpreted as a permanent loan. The identification code gives you the exact location of the book. For example FB-MV/W.MV.Ma = Department Marktkommunikation & Vertrieb. You may

view or photocopy departmental books at any time. There are generally copies of departmental books in the library as well

What are the books that are on loan up to 100 days?

These are books on loan to members of the FH staff. Should you need a book that has been loaned to a member of staff, please request it (see next question) and then contact us. We will obtain the book for you, as soon as possible.

How can I request a book?

On the FH website you can search for the desired book. If you click on the record, you will see a detail display on the right hand side of the screen. Click the button with the label 'Reserve' and then register with your ID-Card number and birth date (exact instructions provided). Your account shows your reservations and – if the book is on loan – when you can expect it to be returned. As soon as the requested book is available you will receive an automatic notification via email. You will then have one week to collect the book. Should you not require the book anymore, please inform us immediately, so that we might give the book to another interested party.

Pre-orders for books that are still on loan you may delete manually from your account by selecting the item and clicking "Delete reservations" within the "My library".

Where can I find my requested book?

Your book will likely be on the request shelf ('Vorbestellregal') by the next midday.

How can I make a purchase suggestion?

If you would like the library to purchase a specific book, please send us an email to the following address, bibliothek@fhn.ac.at, including exact details (title, author, publisher, publication date etc.) and your reasons for wanting the book (for example for a particular course, thesis, too few copies available etc.). We will consider your suggestion and notify you when the book has arrived.

How and where can I make photocopies?

There is a photocopier in the library. Copy cards can be obtained in the FH Shop Please note: Only library material may be copied at the photocopier, i.e. books, magazines and master copies from the library. The next photocopier is on the ground floor of the auditorium (Aula) next to the elevators. You can also use our book scanner to save scans of books, journals, etc. to a USB-stick.

What is located on the upper floor of the library, what on the ground floor?

Directly next to the entrance of the upper floor is the reference desk. Someone is always attending it during library opening hours and will address all questions and concerns. The trolley at the right side of the counter is intended for book returns. Directly opposite of the staircase is a high desk with a PC for library searches and the self checkout. A little further back you will

find our magazines and journals. The most recent issue can be found on the shelf flap, further issues are located behind these. In close proximity to these is our request shelf. The upper floor also contains numerous reading opportunities, eight of them are equipped with PCs.

The ground floor contains the entire stock of books, all ordered according to the above mentioned system (see question 'How are the books organized?'). A fraction of the stock and older journal issues are located in the red compact unit. The ground floor also has a high desk with a PC and several reading opportunities.

How do I operate the compact unit?

Simple. Press the red button directly next to the aisle you wish to open. The shelf will move as long as the button is being pressed. The unit is equipped with numerous safety measures, so that an injury between two shelves is highly unlikely. Nevertheless we ask that you operate the unit carefully!