THE
JOHANNES OENTORO LIBRARY
POLICIES

FOREWORD

Welcome to the Johannes Oentoro Library!
The Johannes Oentoro Library consists of a Central Library (Lippo Vilage, Tangerang) and two branches, i.e. The Graduate School Library (Jakarta) and the Medical & Nursing Library (Lippo Village, Tangerang). As a library member you are required to know about the Library, its services and facilities. Besides, you need to know some rights and obligations when using the Library. This guide can help you using the Library according to the regulations for the Library is a public area for all UPH & STPPH communities and its special members as well.

Lastly, have the most out of the services & facilities the Library offers.

Lippo Village, 1 August 2010

The Johannes Oentoro Library
Universitas Pelita Harapan

Approved by,

Esterina Jonatan
Manager

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Vice Rector
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I. Policies

A. Opening Hours

Central Library	
Monday, Wednesday - Friday Tuesday Saturday	07:00 am. – 09:00 pm. 08:30 am. – 09:00 pm. 08:00 am. – 01:30 pm.
** Circulation services are closed from Monday to Friday after 08:00 pm.* ** The library is closed on Sundays and Public Holidays (or as announced).*	

Graduate School Library	
Monday -Friday Saturday	10:00 am. - 08:30 pm. 08:00 am. - 04:30 pm.
** The library is closed on Sundays and Public Holidays (or as announced).*	

Medical and Nursing Library	
Monday, Wednesday-Friday Tuesday	07:00 am. - 5:30 pm. 09:00 am. - 5:30 pm.
** The library is closed on Saturdays, Sundays and Public Holidays (or as announced).*	

B. Membership Policies

1. UPH, STPPH, & UPH College*

- **Active Students**

  Undergraduate (Diploma + S1), Graduate (S2 + S3) & UPH College students.

- **Academic Staff**

  Full-time UPH lecturer, part-time UPH lecturer and UPH College Teacher.

- **Non-Academic Staff**

2. Special Membership

- **Alumni**
- **Lippo Karawaci Residential Membership**
- **Lippo Group Corporate Membership**
- **Yayasan Pelita Harapan** (UPH Surabaya, Sekolah Pelita Harapan, Sekolah Dian Harapan, and Sekolah Lentera Harapan)

Prior registration is needed for those who want to use all library services and facilities offered, including book check-outs. For the procedure, see Special Membership Procedure.

* automatically become the library members.

C. Collection Policies

1. Copyrights

RI Law No.19 of 2002 about Copyright Act should be observed. Notices to this effect are posted on the copy machine. Sources of information, including internet, should be cited in bibliography. Plagiarism is a serious violation of UPH Codes of Conduct.

2. Enquiry of New Collection

Fulltime faculty and administrative officials may propose library new materials by filling out the material inquiry sheet (downloading is available at the library website).

3. Access to the Online Database

Online database is provided for library member only. ID (NIM/ NIK) and library patron number are required to log-in. Contact Circulation Desk at ext. 1384-1385 for information.

4. Local Content Collection

Local content collection is a collection published internally by UPH & STPPH, i.e.: Thesis, Dissertation, Internship report, Final Assignment, etc.

Local content collection is a room-use collection. User have to submit smartcard in order to use the collection. Copying is strongly prohibited.

D. Loan Policies

1. No cash transaction, except for the Graduate School Library. The library is not responsible for any cash transaction. All issues regarding to all unauthorized cash transaction will be user's responsibility.
2. Loans may be renewed one time in person (only if there are no prior requests for the item).
3. Except for undergraduate & UPH College students, renewal may be done by phone.
4. Book Reservation could be made by request to the Circulation Desk.
5. Renewal only available for non-reserved materials.
6. Undergraduate & UPH College students are not allowed borrowing the Graduate School Library materials.
7. Part-time lecturers may borrow for one semester by requesting to the Circulation Desk. The loan items cannot be changed with others.
8. The library has a right to recall library materials on loan if needed.
9. Fines will be charged for overdue materials (see Table of Fees), except for full-time academic and non-academic staff.
10. Borrowers with overdue materials or with standing obligations to the library are not allowed to borrow unless all fines are settled.
11. Users are fully responsible for any loss of library materials. (Replacement with the same materials has to be made. If the material is no longer available, replacement with other material is permitted only by the confirmation from the Head of Department).

12. Loan Limit Table

CATEGORY OF LIBRARY MATE-RIALS	TYPE OF MEMBER	HOW MANY (item)	HOW LONG (week)
CIRCULATION	Students		
	• Undergraduate (Diploma+S1)	5	2
	• Graduate (S2+S3)	5	2
	• UPH College	2	2
	Staff		
	A. Academic		
	• Full-time Lecturer / Teacher	15	1 semester
	• Full-time Assistant Lecturer	10	1 semester
	• Part-time Lecturer	3	2
	B. Non–Academic	3	2
	Special Membership		
	• Alumni	2	2
	• Lippo Karawaci Residence	2	2
	• Lippo Karawaci Company	2	2
	• Yayasan Pelita Harapan	2	2
SHORT LOAN	All	2	1 day
CIRCULATION for textbooks with 'Room Use Only' sticker	All	Room use only	Room use only
LOCAL CONTENTS	All	Room use only	Room use only
PERIODICALS	All	Room use only	Room use only
REFERENCES	All	Room use only	Room use only

Note: The total borrowings (Circulation & Short Loan) refer to Circulation Category.

E. Facility Policies

All Libraries

1. Computer Use

Computers in the library are to be used for educational purposes only. Accessing computer programs or files not designated for learning use, i.e. accessing inappropriate internet sites (pornographies), viewing or sending offensive images or text, playing computer games, or damaging/ destroying/removing any piece of computer hardware or software is a violation of UPH Codes of Conduct (see Penalties section).

2. Information Literacy Training Program

All students may request Information Literacy Training Program with minimum 5 students in each class. Students have to submit the ILTP form (download from the library website) and arrange for the suitable time of courses with the trainers one day before. The sessions are: Library Research Skill, Topic & Research Question, Library A to Z, Using Online Database, Internet Research, Web Evaluation, SQ3R (Reading Skill), Basic Paper Writing, Plagiarism & Citation Style.

3. Information Reference Service

Library provides information reference service for journal articles, magazines, and other serial publications, in printed or digital format based on request.

a. What is meant by the reference service is a process of information retrieval on a variety of printed or online sources, such as encyclopedia, dictionaries, journals, magazines, or other reference sources.

b. Appointment with the reference librarian has to be made in order to obtain this service.
c. Information Referral Service is free of charge only for The Johannes Oentoro Library members. Charge is required for printing fee (see Table of Fees).
d. For non-member, information referral service will be charged (see Table of Fees).
e. Requests by Individual or organization could be made by filling the referral service inquiry form which is available on the website and send it to library@uph.edu.
f. Respond will be made by 3 days or sooner.
g. The articles will be delivered to the requester via e-mail or by mail (fee is paid by the requester) in PDF format, as soon as we receive the copy of a transfer sheet via fax at 021-5460908 to the library reference section.
h. Payment to CIMB Niaga, cabang Lippo Village, account number. 470-01-00239-00-4, on behalf of Yayasan Universitas Pelita Harapan.
i. For any further questions and inquiries, please contact our staff at 021-5460901, ext 1371/1370.

Central and Medical & Nursing Libraries

4. Photocopy

You should have units in your smartcard to use the copy machine. You can buy the photocopy unit on the 2nd floor (see Table of Fees).

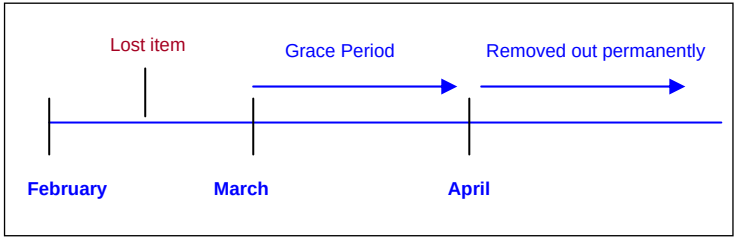
Central Library

5. **Locker**

   To use the lockers, Smartcard has to be presented in person. When the key is lost, report to the information desk. Losing the locker key will be charged for key replacement fee and overdue fine (see Table of Fees). User's belongings (except for food & beverages) shall be returned, only when all fines are settled.

6. **Lost & Found Box**

   Personal belongings which found within the library area will be put in the lost & found box at the information desk. Clearance will be made after the grace period (see illustration below).



7. **Printing Service**

   ProQuest back issues and JSX transaction databases which are available in CD ROM cannot be "saved". However, user may print the article by using Smartcard and pay the printing service fee (see Table of Fees). The library is not providing printing service for other reasons.

8. **Room Use**

   There are Seminar Room, Group Study Room, Multimedia Viewing Room, & Study Room (available at 2nd & 4th floor, Central Library). These room facilities are served mainly for UPH civitas academic:

   a. Non UPH may use this facility under the recommendation of UPH marketing department.
   b. All room is only permitted for academic purposes and restricted for any kind of commercial purposes.
   c. Do not plug electric sockets without permission.
   d. Do not remove library furniture (such as sofas, chairs, paintings, pillows, pot, etc.) without permission.
   e. Maintain the quietness of the library.
   f. Coordinate with library staff for any enquiries
   g. All goods in the library room are not for borrowed. In a very urgent condition, the goods can be borrow by filled the form and follow the procedures below:
      - The use of goods permission is only applied in a campus area.
      - The use of goods cannot exceed 12 hours.
      - All goods should be return in a good condition.

- For all damages which are found afterwards, library has right to demand user's responsibility to replace or fix it.
- During used period, the condition of the goods is become user's responsibility.

g. Prior confirmation has to be made for the use of library rooms outside the regular working time. User should consider the necessary for library staff overtime wages.

h. Non UPH parties (crews, photographers, etc) should follow the library rules, including dress code (no sandals).

i. Library LCD projector & laptop can only be used from 07.00 am. until 4:00 pm. (except Saturday) and must be prepared by library staff.

Users are required to make room reservation in advance at the Information Desk.

9. Scanning Service

Library Scanning service only available from 10:00 am. – 03:00 pm. for academic purposes only. The material to be scanned is limited to reference books, magazines or journals and for maximum 10 pages per day. Smartcard is required to pay the service fee (see Table of fees). Users are allowed to save the scanned files in their CDs. Flash disk is not allowed.

F. Environmental Policies

All Libraries

1. Belongings

Library users should be responsible for their belongings. Do not leave belongings such as wallets, purses, cell phone, car keys and laptops without supervision. Library is not responsible for any lost items in the library.

2. Food & Beverages

Do not bring food into the library. Only mineral water bottle/ cup is allowed.

3. Furniture

Do not shift or remove any furniture.

4. Mobile Phone

Users should set their mobile phones into silent mode or turn it off. Library is a quite environment. Please keep your voice down.

5. Photographs & Video Camera

Ask permission from the librarian before taking photographs or video.

6. Security Alarm

Do not take books, journals, etc. outside, unless they have been handled by the circulation staff. If the security gates sound an alarm as you exit, you must return to the Circulation Desk to verify that the books were handled properly by our library staffs.

7. Shelving

Do not reshelf books or journals by yourself.

8. Sleep

Do not sleep on the chairs or floors in the library area.

9. Theft, Defacement, Mutilation, Misuse or Destruction

Theft, Defacement, Mutilation, Misuse or Destruction of library property is prohibited. Being caught doing any of these activities will be given a penalty (see Penalties section).

10. Complaint & Suggestion Form

User may lodge complaint or suggestion by using suggestion form which is available at all library locations or you may download it from the library website.

Central Library

11. Bags, Packages, etc.

Bags, packages, etc should be deposited in the locker before entering the library. If urgently needed, the security has the rights to observe them.

12. Goods

Do not leave valuable goods inside the lockers. The library will not responsible for the loss or damage of any items kept in the lockers.

13. Sandals & Dress Code

Sandals are not allowed in the library and please dress properly.

14. Smartcard

Users should bring their own smartcard. It is required for entering and doing transactions in the library. Visitors without smartcard have to submit ID card to the security desk.

II. Penalties

A. Collection Penalties

1. RI Law No.19 of 2002 about Copyright Act.

B. Loan Penalties

1. **Overdue Item**

   User is required to pay overdue materials fine (see Table of Fees). During unsettled fines period, He/she is not allowed to borrow any materials.

2. **Lost Item**

   User is required to replace the lost item with the same materials or with the same subject suggested by the Head of Department.

C. Facilities & Environmental Penalties

1. **Drugs**

   User shall be dismissed immediately from UPH and processed by the law (reported and handed to the police) (Decision of the Rector No: 850-RI/UPH/XI/2002 and Decision of the Senate No: 001/SK-Senat/UPH/III/2006 regarding Campus Discipline).

2. **Losing Locker Key**

   User is required to pay key replacement fee (see Table of Fees).

3. **Overdue deposit of personal belongings**

   User is required to pay key replacement fee (see Table of Fees).

4. **Pornography**

   User shall be dismissed immediately from UPH and processed by the law (reported and handed to the police) (Decision of the Rector No: 850-RI/UPH/XI/2002 and Decision of the Senate No: 001/SK-Senat/UPH/III/2006 regarding Campus Discipline).

5. **Sandals and Dress Code**

   User is not allowed to enter the campus area (Decision of the Rector No: 850-RI/UPH/XI/2002 and Decision of the Senate No: 001/SK-Senat/UPH/III/2006 regarding Campus Discipline).

6. **Smoking**

   User shall be dismissed immediately from UPH (Decision of the Rector No: 850-RI/UPH/XI/2002 and Decision of the Senate No: 001/SK-Senat/UPH/III/2006 regarding Campus Discipline).

7. **Vandalism (Collection & Computer Misuse)**

   User shall be dismissed immediately from UPH and processed by the law (reported and handed to the police) (Decision of the Rector No: 850-RI/UPH/XI/2002 and Decision of the Senate No: 001/SK-Senat/UPH/III/2006 regarding Campus Discipline).

8. **Theft**

   User subjected to sanctions ranging from suspension up to dismissal from UPH (Decision of the Rector No: 850-RI/UPH/XI/2002 and Decision of the Senate No: 001/SK-Senat/UPH/III/2006 regarding Campus Discipline).

Appendix

a. Table of Fees

No	Fines or Fees		Total (IDR)	Notes
1	Overdue Materials*		Rp 1.000	Per item per day or per item per hour for Short Loan Collection
2	Overdue Lockers*		Rp. 10.000	per hour, maximum Rp. 200.000,- (≥ 20 hours)
3	Locker Key Replacement*		Rp. 200.000	
4	Photocopy Unit*		Rp. 200	per unit, minimum unit purchased is Rp.30.000 = 150 units.
5	Printing Service*		Rp. 1.000 (equivalent with 5 units)	per page
6	Scanning Service*		Rp. 2.500	per page
7	Information Reference Service for non member	Regular	Rp. 25.000/article	• Service charge will be applied for article request in digital (PDF file) & printed format. • Printing fee is Rp. 1.000/ page.
		Institutional Network	• Free. • Rp. 10.000/ article, for additional request.	• The quota of free article depends on MOU. • Printing fee only be charged for additional request over the quota limit.

*** Smartcard transaction only (no cash)**

b. Smartcard Top-up Procedure

Step 1:

Top-Up Transfer at ATM, can be done by using all ATM Card from any banks in Indonesia (banks within “ATM bersama” or “Prima”(BCA) network).

- Slide in the ATM card
- Enter the PIN Number
- Choose “ Inter-bank transfer”
- On your destination bank, enter 097 and followed by your 16 digits Smartcard number (888123001xxxxxxx)
- Enter the amount of your nominal transfer
- The ATM will show the confirmation screen (Smartcard number, Smartcard owner name, the amount of the transfer).
- Press YES if OK and you will receive ATM receiving sheet. Press NO to cancel the transaction.

Step 2:

Check Your Top-Up Transfer Amount at The Auto Top-Up Center

Available at building A, 3rd floor

- Put your Smartcard on the card reader
- Click the TOP-UP icon
- Wait for a moment
- The screen will show:
  - Card Number
  - Top-Up Balance
  - Current Balance

Step 3:

Check Smartcard Balance at Auto Top-Up Center

- Put your Smartcard on the card reader
- Click the check balance icon
- Wait for a moment
- The screen will show:
  - Card number
  - Current balance

c. Special Membership Procedure

Alumni Membership

1. Fill out the membership application form.
2. Pay the deposit money Rp. 500.000,- (five hundred thousand rupiah).

   The deposit will be return upon submission of written letter to the Library Manager, indicating cancellation of library membership. The money shall be transferred to member’s bank account in 7 days after the cancellation letter has been revived.

   All payment should be transferred to:

   Name: Yayasan Universitas Pelita Harapan

   Account number: 470-01-00239-00-4, CIMB Niaga Lippo Village, Tangerang
3. Submit to the library:
   a. Completed membership form.
   b. 1 recent photograph (2x3cm size)
   c. Original receipt of bank transfer slip.

Lippo Village Karawaci Residential Membership

1. Fill out the membership application form.
2. Pay the membership fee Rp. 350.000,- (three hundred and fifty thousand rupiah) to receive one smartcard valid for one year.

   All payment should be transferred to:

   Name: Yayasan Universitas Pelita Harapan

   Account number: 470-01-00239-00-4, CIMB Niaga Lippo Village, Tangerang.
3. Submit to the library:

   a. Completed membership form.

   b. 1 recent photograph (2x3cm size).

   c. Original receipt of bank transfer slip.

   d. 1 copy of valid identity card.

Lippo Village Karawaci Corporate Membership

1. Fill out the membership application form.
2. Pay the membership fee Rp. 1.000.000,- (one million rupiah) to receive 3 library smartcard valid for one year.

   All payment should be transferred to:

   Name: Yayasan Universitas Pelita Harapan

   Account number: 470-01-00239-00-4, CIMB Niaga Lippo Village, Tangerang.
3. Submit to the library:

   a. Completed membership form.

   b. A letter from your HRD Manager/Director stating that your company is responsible for any The Johannes Oentoro Library materials being checked out.

   c. Original receipt of bank transfer slip.

Yayasan Pelita Harapan Membership Requirements

(See Lippo Village Karawaci Corporate Membership).

Contact Addresses

1. **Central Library**
   Building C, 2nd-4th floor
   Jl. M.H. Thamrin Boulevard 1100, Lippo Village
   Tangerang, 15811.
   Phone: +62 21 5460901–07, ext. 1370 (Information Desk).
   Fax : +62 21 5460908.
   E-mail: library@uph.edu
   Website: http://library.uph.edu

2. **Graduate School Library**
   The Plaza Semanggi.
   Kawasan Bisnis Granadha 3rd floor.
   Jl. Jendral Sudirman Kav.50, Jakarta, 12930.
   Phone: +62 21 255 35168 ext.304/305.
   Fax: +62 21 255 35163.

3. **Medical & Nursing Library**
   Medical & Nursing Building, 2nd floor
   Jl. Jendral Sudirman (Next to the Siloam Hospital), Lippo Village, Tangerang, 15811.
   Phone: +62 21 5460901, ext. 3217.