FOREWORD

Welcome to the Johannes Oentoro Library!
Our library consists of three locations: the Central Library (Lippo Village, Tangerang), The Medical and Nursing Library (Lippo Village, Tangerang), and the Graduate School Library (Jakarta). Each site offers services, facilities, and study space. There are also comprehensive collections of books, journals (print and online) and other course-related materials, such as videos, magazines, CDs, DVDs, newspapers, and more.

Our vision is to be a campus community center which pioneers, inspires, and ignites a dynamic spirit of learning, academic and scholarly pursuits, and fulfills the vision of UPH.

Our mission is to support the learning and research activities of the University by providing SERVE (Sympathetic, Easy, Rapid, Valid, Enthusiastic) quality services, providing access to information resources in all formats, and educating users to use information resources and technologies in ethical ways based on Christ-centered principles.

In carrying out our vision and mission, we rely on policies to govern library operations. These policies are compiled in this manual and should keep you informed about our services, facilities, and collections, as well as your rights and obligations.

To learn more about us, please visit at http://library.uph.edu.
We look forward to serving you!

Lippo Village, 1 October 2017
The Johannes Oentoro Library
Universitas Pelita Harapan

Dr. Esterina Jonatan, M.Sc.
Manager
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I. Policies

A. Opening Hours

<table>
<thead>
<tr>
<th>Library</th>
<th>Monday, Wednesday – Friday</th>
<th>Tuesday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Library</td>
<td>07:00 am – 09:00 pm</td>
<td>08:30 am – 09:00 pm</td>
<td>08:00 am – 01:30 pm</td>
</tr>
<tr>
<td>Graduate School Library</td>
<td>10:00 am – 08:00 pm</td>
<td>11:30 am – 07:00 pm</td>
<td>08:00 am – 05:00 pm</td>
</tr>
<tr>
<td>Medical and Nursing Library</td>
<td>07:00 am – 08:00 pm</td>
<td>09:00 am – 08:00 pm</td>
<td>08:00 am – 01:30 pm</td>
</tr>
</tbody>
</table>

*Circulation services are not available after 08:00 pm. The library is closed on Sundays and public holidays (or as announced).*

*The library is closed on Sundays and public holidays (or as announced).*
B. Membership Policies

1. **UPH, STPPH, UPH College, & Yayasan UPH/YPPH (\(^\star\))**
   - **Active Students**
     Undergraduate (Diploma + S1), Graduate (S2 + S3) & UPH College students
   - **Academic Staff**
     Full-time UPH lecturers, part-time UPH lecturers & UPH College Teachers
   - **Non-Academic Staff**
     UPH staff, UPH College staff, YUPH & YPPH staff

2. **Special Membership**
   - **Alumni**
   - **Lippo Karawaci Residential Membership**
   - **Lippo Karawaci Corporate Membership**, including UPH Surabaya, UPH Medan, Sekolah Pelita Harapan, Sekolah Dian Harapan, and Sekolah Lentera Harapan

Prior registration is required to use library services and facilities, including book check-outs.

\(^\star\) automatically become library members.

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C. Collection Policies

1. **Copyrights**
   RI Law No.28 of 2014 regarding copyright should be observed as should all other governing regulations and policies. Notices to this effect are posted on library copy machines. Information sources, including internet content, should be properly cited and referenced in bibliographies. Plagiarism is a serious violation of the UPH Student Code of Academic Integrity.

2. **Enquiry of New Collection**
   Full-time faculty and administrative officials may suggest new materials for the collection by filling out the material inquiry forms (available on the library website).

3. **Access to Online Databases**
   Online databases are provided for library members only. An ID (NIM/NIK) and library patron number are required to log-in. Contact the Information Desk at ext. 1370 / 1382.

4. **Local Content Collection**
   The local content collection contains items published internally by UPH and STPPH, such as theses, dissertations, internship reports, final assignments, etc. The local content collection is a room-use only collection. Users must submit their smartcard in order to use the collection. Copying is prohibited.
D. Loan Policies
1. Smartcards are required for transactions.

2. Cash transactions are prohibited in the Library except for in the Graduate School Library. Nobu e-money is the only form of payment accepted for fines and fees. The library is not liable for any cash transactions. All issues regarding unauthorized cash transactions will be the user’s responsibility.

3. Loaned items may be renewed; however, renewals are not allowed on reserved or recalled items.

4. The library reserves the right to recall any loaned items.

5. Undergraduate and UPH College students must renew items in person; all other users may renew items by phone.

6. Undergraduate and UPH College students may not borrow Graduate School Library materials.

7. Fines will be charged for overdue items (see Table of Fees) except for full-time academic and non-academic staff.

8. Borrowers with overdue materials or with outstanding fines or fees are not allowed to borrow until all obligations are settled.

9. Users are fully responsible for any lost library materials. Replacement with the same item must be made. If the item is no longer available, replacement with a similar item is permitted only if approved by the Head of the Department.

10. Loan Limit table.

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<table>
<thead>
<tr>
<th>CATEGORY OF LIBRARY MATERIALS</th>
<th>TYPE OF MEMBER</th>
<th>HOW MANY (item)</th>
<th>HOW LONG (week)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIRCULATION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Students</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Undergraduate (Diploma+S1)</td>
<td>20</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>- Graduate (S2+S3)</td>
<td>20</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>- UPH College</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. Academic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Full-time Lecturer / Teacher</td>
<td>25</td>
<td>1 semester</td>
<td></td>
</tr>
<tr>
<td>- Full-time Assistant Lecturer</td>
<td>20</td>
<td>1 semester</td>
<td></td>
</tr>
<tr>
<td>- Part-time Lecturer</td>
<td>3</td>
<td>1 semester</td>
<td></td>
</tr>
<tr>
<td>B. Non-Academic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Membership</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Alumni</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>- Lippo Karawaci Residential</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>- Lippo Karawaci Corporate</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>SHORT LOAN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All</td>
<td></td>
<td></td>
<td>1 day</td>
</tr>
<tr>
<td>CIRCULATION for textbooks with 'Room Use Only' sticker</td>
<td>All</td>
<td>Room use only</td>
<td>Room use only</td>
</tr>
<tr>
<td>LOCAL CONTENT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All</td>
<td></td>
<td>Room use only</td>
<td>Room use only</td>
</tr>
<tr>
<td>PERIODICAL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All</td>
<td></td>
<td>Room use only</td>
<td>Room use only</td>
</tr>
<tr>
<td>REFERENCE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All</td>
<td></td>
<td>Room use only</td>
<td>Room use only</td>
</tr>
</tbody>
</table>

Note: The total loan, including Short Loan materials refers to Circulation Category.
E. Facility Policies

All Libraries

1. Computer Use
   Computers in the library are to be used for educational purposes only. Misuse, including, but not limited to, accessing inappropriate or pornographic internet sites, viewing or sending offensive images or files, playing computer games, damaging/destroying/removing any piece of computer hardware or software, is a violation of the UPH Code of Conduct and subject to disciplinary action (see Penalties section).

2. Information Literacy Training Program (ILTP)
   Any student may request an Information Literacy Training class (a minimum of 5 students in each class is required) by filling out the online form on the library’s website which includes indicating preferred times. To make an online request, a UPH User ID (NIM/NIK) and patron number are required. Please contact 021-5460901 ext. 1382/1370 for more information.

3. Document Delivery
   The Library provides retrieval and delivery of articles and selections from journals/magazines in print or digital format upon request.
   - To use this service, contact a reference librarian by email at library@uph.edu.
   - Requests will normally be filled in 3 days or less.
   - The Johannes Oentoro Library members will not be charged for this service or the digital delivery of documents but will need to pay a fee for any printing requests (see Table of Fees).
   - Non-members and institutional network libraries will be charged according to the Table of Fees.
   - Payment should be submitted to Nobu Bank, account number 101-3011-8888, on behalf of the Yayasan Universitas Pelita Harapan.
   - Documents will be delivered to the requester via e-mail in PDF format or by mail (postage fees will be charged) as soon as a copy of the bank transfer sheet is faxed to the library Reference department at 021-5460908.

For more information, please contact our staff at 021-5460901, ext 1382/1370, or via email at library@uph.edu.

Central and Medical & Nursing Libraries

4. Photocopying
   Using the library photocopy machine requires a smartcard loaded with photocopy units (1 unit = 1 page). You can purchase units on the 2nd floor of the Central Library.
Central Library

5. Lockers
Lockers can only be used during library opening hours. All belongings left inside after closing hours will be kept in the Library. User’s belongings (except for food & beverages) will be returned only after all fines are settled. If the key is lost, please report it to the Information Desk. A key replacement fee will be charged (see Table of Fees).

6. Lost & Found Box
Personal belongings found in the library will be put in the lost & found box at the Information Desk. Items will be discarded after the grace period ends (see illustration below). Smartcards that are found in the library will be forwarded to the Smartcard Center on the 8th floor of Building A on a daily basis.

7. Room Use
There are a number of seminar rooms, multimedia viewing rooms, and study rooms available on the 2nd and 4th floors of the Central Library.

a. Rooms are for UPH academic activities; commercial uses are not allowed.
b. Any non-UPH person requires prior permission from the library staff and bookings must be made at least a week in advance.
c. Library furniture (such as sofas, chairs, paintings, pillows, etc.) may not be removed without permission.
d. Room noise levels should conform to the quiet environment of the rest of the library.
e. Contact the library staff in advance with any special requests.
f. Non-UPH parties (crews, photographers, etc.) must follow all library rules, including the dress code (no sandals).
g. Library LCD projectors and laptops can be used during operational hours, except Saturdays, and must be prepared by the library staff.

Users can make online reservation for some rooms (Study Room 4.1 and Seminar Room) via the library website (http://library.uph.edu). ID and patron number are required. Please contact 021-5460901 ext.1382 for further assistance.
F. Environmental Policies

All Libraries

1. Belongings
   Library users are responsible for their belongings. Do not leave items such as wallets, purses, mobile phones, car keys or laptops unattended. The Library is not responsible for any lost or stolen items.

2. Food & Beverages
   Do not bring food into the library. Only mineral water in bottles or cups is allowed.

3. Furniture
   Do not rearrange or remove any furniture.

4. Mobile Phone
   Users should set their mobile phones to silent mode or turn them off while in the Library as the Library is a quiet environment.

5. Photography & Filming
   Ask permission from the librarian before taking pictures or videos.

6. Security Alarm
   Do not take books, journals, or other items outside the library unless they have been handled by the circulation staff. If the security gate sounds an alarm as you exit, you must return to the Circulation Desk to verify that the items were handled properly by our staff.

7. Shelving
   Do not re-shelf books or journals yourself.

8. Sleep
   Do not sleep in the library.

9. Theft, Defacement, Mutilation, Misuse or Destruction
   The theft, defacement, mutilation, misuse or destruction of library property is prohibited. Being caught doing any of these activities will result in a penalty (see the Penalties section of the Manual).

10. Complaints & Suggestions
    User may submit complaints or suggestions by using the form which is available at all library locations or online.

11. Sandals & Dress Code
    Sandals are not allowed in the library and dress should be modest and proper.

Central Library

12. Bags, Packages, etc.
    Bags, packages, and backpacks may be taken into the library or deposited in a locker before entering the library. The library staff has the right to check them.

13. 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.

14. Smartcard
    Smartcards are required for entering the library. Visitors without a smartcard have to contact the library staff prior to visiting.
II. Penalties
A. Collection Penalties
1. RI Law No.28 of 2014 regarding Copyright Act.

B. Loan Penalties
1. Overdue Item
   Fines will be charged for overdue items (see Table of Fees) except to full-time academic and non-academic staff. Borrowers with outstanding fines or fees are not allowed to borrow until all obligations are settled.

2. Lost Item
   Users are fully responsible for any lost library materials. Replacement with the same item must be made. If the item is no longer available, replacement with a similar item is permitted only if approved by the Head of the 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: 690/SKR-UPH/VI/2007 and Decision of the Senate No: 001/SK-Senat/UPH/III/2006 regarding to the Campus Discipline).

2. Plagiarism
   User will be subject to sanctions ranging from suspension up to dismissal from UPH (Decision of the Rector No: 690/SKR-UPH/VI/2007 regarding to the Campus Discipline and 154/SKR-UPH/IX/2010 regarding to the Student Code of Academic Integrity).

3. Smoking
   User shall be dismissed immediately from UPH (Decision of the Rector No: 690/SKR-UPH/VI/2007 regarding to the Campus Discipline).

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: 690/SKR-UPH/VI/2007 regarding to the Campus Discipline).

5. 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: 690/SKR-UPH/VI/2007 regarding to the Campus Discipline).

6. Theft
   User will be subject to sanctions ranging from suspension to dismissal from UPH (Decision of the Rector No: 690/SKR-UPH/VI/2007 regarding to the Campus Discipline).

7. Sandals and Dress Code
   User is not allowed to enter the campus (Decision of the Rector No: 690/SKR-UPH/VI/2007 regarding to the Campus Discipline).

8. Losing Locker Key
   User is required to pay a key replacement fee (see Table of Fees).

9. Overdue deposit of personal belongings
   User is required to pay an overdue deposit (see Table of Fees).
Appendix

Table of Fees

* E-money transaction only (no cash)

<table>
<thead>
<tr>
<th>No</th>
<th>Fines or Fees</th>
<th>Total (IDR)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Overdue Materials*</td>
<td>Rp 1,000</td>
<td>per item per day or per item per hour for Short Loan Collection</td>
</tr>
<tr>
<td>2</td>
<td>Overdue Deposit*</td>
<td>Rp. 10,000</td>
<td>per hour, maximum Rp. 200,000.-(≥ 20 hours)</td>
</tr>
<tr>
<td>3</td>
<td>Locker Key Replacement*</td>
<td>Rp. 200.000</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Photocopy Unit*</td>
<td>Rp. 200</td>
<td>per unit, minimum unit purchased is Rp.30,000 = 150 units.</td>
</tr>
<tr>
<td>5</td>
<td>Document Delivery Service for non members</td>
<td>Rp. 50,000/article</td>
<td>• Service charge will be applied for article request in digital (PDF file) &amp; printed format.</td>
</tr>
<tr>
<td></td>
<td>Non-member</td>
<td>Rp. 25,000/ article</td>
<td>• Printing fee is Rp.1,000/page.</td>
</tr>
<tr>
<td></td>
<td>Institutional Network</td>
<td>Free</td>
<td>• The quota of free articles depends on MoU.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rp. 25,000/ article, for additional request</td>
<td>• Printing fee is only charged for additional request over the quota limit.</td>
</tr>
</tbody>
</table>

Contact Addresses

1. Central Library
   Building C, 2nd-4th floor
   Jl. M.H. Thamrin Boulevard 1100, Lippo Village Karawaci, Tangerang, 15811
   Phone : +62 21 5460901–07, ext. 1382
   (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.102/105
   Fax : +62 21 255 35163

3. Medical & Nursing Library
   UPH Medical Sciences Building, 1st floor
   Jl. Siloam, Lippo Village Karawaci, Tangerang, 15811
   Phone : +62 21 5460901, ext. 3217