

LIBRARY CHARGES GUIDELINES

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UIAM.LIB.GUI.100-1/7/8

Version No.:
01

Revision No.:
02

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26 May 2025

Identification Block

Name of Guidelines	Library Charges Guidelines
Document Number	UIAM.LIB.GUI.100-1/7/8
Guidelines apply to (Geographical scope)	☒ All Campus Libraries ☐ Specific (Outline location, Campus, Organizational unit, etc.)
Guidelines Status	☐ New Guidelines ☒ Revision of Existing Guidelines

Approval Authority	Library Top Management Meeting (LTMM), Dar al-Hikmah Library
Responsible Office/Custodian	Collection and Clients Services Department

Approval Date	26 May 2025
Effective Date	26 May 2025
Date of Last Revision	08.08.2024
Date of Next Guidelines Review*	Every two (2) years or when deemed necessary. *Note: For record purposes, the Responsible Office/Custodian must inform the Quality Manager if the Guidelines are still applicable beyond the review date.

Revision History

Requestor	Description	Submission date
Customer Service Section	Review and rewrite policies following comments from Internal Audit 2018. Additionally, the previous 'policy', numbered IIUM 1.4/C1-A1/1200 No. A2, version 01, revision 02, has been revised and reclassified as a guideline or procedure.	16.10.2019 (HOSU Meeting 02/2019)
Governance & Strategic Planning Section	Review and refine guidelines to include all fees, fines, and charges applicable to date.	13.11.2020 (UMC Meeting 16/2020) Approval date: 18.11.2020
Client Services Department	Review and refine guidelines on library membership and copyright fees.	27.11.2022 (UFC meeting 4/2022) Approval date: 02.12.2022
Collection & Client Services Department	Review and refine guidelines on the following: a. Book Delivery Service for IIUM Staff and Students (By Post) b. Venue and Space Rental for Public - Library RnR, c. Secondary School's Staff and Students - Private d. IIUM Subsidiaries e. Individual: International Citizen f. Exchange Students	02.08.2024 (UFC meeting 2/2024) Approval date: 08.08.2024
Collection & Client Services Department	Review and refine guidelines on the following: a. Interlibrary Loan (ILL) and Document Delivery – Non-SPP members, Private Universities, Corporate and Overseas Libraries. b. Archive Digital Copy c. Venue and Space Rental for Public: IIUM Student Lounge d. Library Paid Research Related Workshop e. Notes for Membership Fees for External Clients (non-IIUM staff and students)	02.05.2025 (UFC meeting 2/2025) Approval date: 26 May 2025

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	f. Loan overdue: Red Spot Collection (14 days loan) g. Lost or Damaged Room/Locker Key	
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Referenced Documents

Referenced Documents (Legislation, Policies, Guidelines and Procedures)	i. IIUM Manual of Financial Policies and Procedures. Updated 11 March 2019. ii. IIUM Manual of Purchasing Policies and Procedures. Updated 22 April 2014. iii. Finance Circular No. 2/2022: Policy for Waiver and Discount for IIUM Fees and Charges. iv. Memo on Accommodation Fees & Live-in During Vacation (LIDV) Semester 3, 2020/2021 v. Library Services and Facilities Policy vi. Library Digital Access Guidelines vii. Borrowing and Returning of Library Materials Guidelines viii. Library Fines and Waiving of Fines Guidelines ix. Missing, Lost and Damaged of Library Materials Guidelines x. Loan Overdue and Fines Guidelines xi. Room Facilities Guidelines xii. Interlibrary Loan and Document Delivery Services Guidelines xiii. Copyright Act 1987 (Act 332) xiv. Akta Arkib Negara 2003: Peraturan-Peraturan Arkib Negara (Fi) 2015 xv. Policy for Responsible Use of ICT Resources (IIUM Student) xvi. Online Dictionary for Library and Information Science by Joan M. Reitz. https://odlis.abc-clio.com/odlis_w.html#work
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1.0 OBJECTIVE

- a. To define specific charges for library collection, facilities and services and make it exclusive for particular clients.
- b. To set a competitive price that covers the costs.
- c. To help portray values, consistency, and fair charging that foster trust and meet the library clients' expectations.
- d. To document, implement and control the charges imposed on the library clients.
- e. To govern and serve as a reference for staff to impose charges to collection, facilities and services.

2.0 SCOPE AND COVERAGE

- a. The guidelines specify the charges for accessing the collections, facilities, and services at all Dar al-Hikmah campus libraries. However, the charges are applicable depending on the collections, facilities, and services offered at each library.
- b. The guidelines apply to all IIUM Dar al-Hikmah Library's clients who access its collections, facilities, and services.

3.0 DEFINITIONS

TERMS	DEFINITION
Client	Refers to the students and staff of the university, as well as authorized external clients.
Copyright	The exclusive legal rights granted by a government to an author, editor, compiler, publisher or distributor to publish, produce, sell, or distribute copies of a literary, musical, dramatic, artistic, or other work, within certain limitations (fair use and first sale).
Damage	A material that is defaced, mutilated, torn, or changed for the worse whilst in the possession of borrowers.
Digital Archives	Archival materials that have been converted to machine-readable format, usually for the sake of preservation or to make them more accessible to users.
Document Delivery Service (DDS)	The provision of copies (physical or digital) of materials held by other libraries.
Interlibrary Loan (ILL)	The process of borrowing books or obtaining copies of materials from other libraries when unavailable in Dar al-Hikmah Library.
Item	All types of library collections, facilities and services for use and loan.
Library Fees	A sum of money paid for accessing or utilizing the library's collection, facilities, or services.
Library Fines	A sum of money imposed by the library on overdue item(s).
Loan Overdue	Any Library item that has not been returned to the library by the due date as specified by the item record.
Lost	A material that is not found or recovered beyond three months after it was reported missing.
Manuscript	A work of any kind (text, inscription, music score, map, etc.) written entirely by hand.
Microform	A generic term for a highly reduced photographic copy of text and/or images stored on a translucent medium (microfiche or microfilm)

PERPUN	Persidangan Perpustakaan Universiti dan Perpustakaan Negara Malaysia
Rare Book	A book so difficult to find that only a few copies are known to antiquarian booksellers.
SPP	Sistem Pembekalan Penerbitan (Publications Delivery System) enables an institution/library to request loans of publications or photocopies of articles from any of the participating institutions/libraries for use within their library/institution premises.

4.0 DETAILS OF THE GUIDELINES

4.1 LIBRARY FEES

4.1.1 Interlibrary Loan (ILL) and Document Delivery

a. IIUM members

ITEMS REQUESTED	LENDING LIBRARY	CHARGE (RM)
Loan of books	PERPUN members	Free
Chapter/Article	PERPUN members	2.00/article
Chapter/Article	Overseas libraries	Users are billed for the cost and charge determined by lending libraries

b. PERPUN and SPP Members

ITEMS REQUESTED	FORMAT	FEE (RM)
Loan of books	Printed	Reciprocal basis
Chapter/Article	Pdf	

c. Non-SPP members, Private Universities, Corporate and Overseas Libraries, Individuals

ITEMS REQUESTED	FORMAT	MALAYSIA	OVERSEAS
		Fee (RM)	Fee (USD)
Loan of books	Printed	No service	No service
Chapter/Article (Charging is per chapter/article each)	Pdf	RM10 per chapter/article (1 st 20 pages), RM1.00 per page for 21 pages and above	USD60.00 per chapter/article
Manuscript	Pdf (Microform)	RM5.00/page for the first 10 pages, RM3.00/page for subsequent pages	USD5.00/ page for the first 10 pages, USD3.00/page for subsequent pages
	Pdf (original)	RM5.00/page	USD 5.00/page
Rare books	Scanned, Pdf	RM3.00/page	USD3.00/page
Thesis	Pdf	No service	No service
Thesis (special request by the author/ immediate family member)	Pdf	RM50/title	USD50/title

4.1.2 Book Delivery Service for IIUM Staff and Students

a. On Campus

SERVICE TO	DELIVERY FEE (RM)
Disabled staff/students	Free
Academic and professional staff	3.00/item

Note: Maximum request is 5 items/person

b. By Post

SERVICE TO	DELIVERY FEE (RM)
All registered members of the Dar al-Hikmah Libraries	Service charge (RM3.00) + Shipping fee

Note: Maximum request is 2 items/person

4.1.3 Special Collections (Microforms, Manuscript, Rare books, etc.)

a. IIUM Staff and Students

SERVICE	FEE (RM)
Save Pdf	RM3.00/page

b. Non-IIUM Staff and Students

SERVICE	FEE (RM)
Save Pdf Microforms (microfiche, microfilm)	RM5.00/page for the first 10 pages, RM3.00/page for subsequent pages
Save Pdf Manuscript (original)	RM5.00 per page
Save Pdf Rare books	RM3.00 per page

4.1.4 Archive Digital Copy

SERVICES	FEE (RM)
a. Duplicating and downloading digital material to storage media (external hard disk, thumb drive, Google Drive, OneDrive, etc.)	
Documents in TIFF format (300 dpi)	10.00/ image
Documents in PDF format (1-50 pages)	50.00
Documents in PDF format (51 pages and above)	100.00
Photographs in TIFF format	30.00/image
Photographs in JPEG format	15.00/ image
Video MP4 format (duration 1-120 minutes)	25.00
Video MP4 format (duration 121 minutes and above)	50.00
Audio MP3 format (duration 1-60 minutes)	60.00
Audio MP3 format (duration 61 minutes and above)	75.00
Audio in WAV format (duration 1-60 minutes)	75.00
Audio in WAV format (duration 61 minutes and above)	150.00
Cartography in JPEG format	30.00/image
b. Scanning of documents, photographs, or cartography (Print to PDF)	4.00/image

4.1.5 Room Facility for IIUM Library Registered Members

FACILITY	FEE (RM)
Paid Carrel Rooms	RM60.00/month

4.1.6 Venue and Space Rental for Public

VENUE/SPACE	FEE (RM)
Library Auditorium	RM800.00/day
Multipurpose Room	RM800.00/day
Library Computer Lab	RM500.00/day
Vendor Space Rental	RM100.00/day
IIUM Student Lounge (Presentation Room)	RM100/hour
IIUM Student Lounge (Whole)	RM200/hour
MBSB-AZKA PPZ Corner	RM100/hour

Note: Full payment must be made before the commencement of the event.

4.1.7 Library Paid Research Related Workshop

SESSION	PARTICIPANTS		
	STUDENT	ALUMNI/STAFF	PUBLIC
Face-to-Face	RM25/hour RM60 - RM150/day	RM30/hour RM60 - RM180/day	RM35/hour RM60 - RM200/day
Online	RM25/hour	RM25/hour	RM25/hour
Group (minimum 5 Pax)	(RM150 x no. of Pax)/day – RM50.00 discount	(RM180 x no. of Pax)/day – RM50.00 discount	(RM200 x no. of Pax)/day – RM50.00 discount

Note: Daily charges are subject to speakers and class modules.

4.1.8 Copyright Services

SERVICE	FEE (RM)
Copyright applications	RM50.00

4.1.9 Membership Fees for External Clients (non-IIUM staff and students)

NO.	TYPE OF MEMBERSHIP	OPTIONS	
		REFERENCE ONLY	FEES/ BORROWING
a.	Immediate Family Members of the Staff	- Free - Aged 13 and above. - The expiration date will be based on the principal member's membership expiration date.	Not Applicable
b.	IIUM Alumni (local only)	- Free - Lifelong membership.	RM200.00/year 5 books/2 weeks
c.	IIUM Retirees (local only)		Free 1 book/4 weeks
d.	Government Officials		RM300.00/year 2 books/2 weeks
e.	Local Communities		
f.	Secondary School's Staff and Students	Free	Not Applicable
	a. Government (Federal and State)		
	b. Private	RM10/day or RM50.00/month	Not Applicable

g.	Public Universities' Staff and Students	Free	RM300.00/year 2 books/2 weeks
h.	Private Universities' Staff and Students (except PERPUN members)	RM20.00/day <i>or</i> RM50.00/month	RM400.00/year 2 books/2 weeks
i.	IIUM Subsidiaries 9.1 Education: a. IIC Sdn.Bhd. b. IISM Sdn.Bhd c. Setiabudi School d. IIUM Educare e. IIUM Consultancy and Innovation Sdn.Bhd f. IFLA students 9.2 Infrastructure: a. IIUM Advanced Technology Sdn.Bhd. 9.3 Health Care: a. IIUM Medical Specialist Centre Sdn. Bhd. b. IKOP Sdn.Bhd.	Staff: RM10/day <i>or</i> RM30/month Student: RM10/day <i>or</i> RM25/semester (4 bulan)	RM400.00/year 2 books/2 weeks
j.	Individual: Local Citizen	RM20.00/day <i>or</i> RM50.00/month	RM400.00/year 2 books/2 weeks
k.	Individual: International Citizen	RM20.00/day <i>or</i> RM50.00/month <i>or</i> RM400.00/year	Not applicable
l.	Visiting/Exchange Academic	Free (The Library is to receive a copy of an appointment letter from MSD/ Kulliyyah/ Research Centre etc.)	5 books/2 weeks Applicable to registered names in the university's database.
m.	Exchange Students	Free (The Library is to receive a copy of an appointment letter from the Kulliyyahs/Centres/ etc.)	Not applicable

Notes:

- i. Additional RM10 processing fees are to be charged for option 2.
- ii. Renewal of loaned library materials is not allowed except for IIUM Retiree only.
- iii. For reference membership - access to e-resources is restricted to the library premises only.
- iv. Local communities are those individuals who reside within the Gombak area.

- v. Services eligibility for external members with paid borrowing privileges:

Services	Eligibility	Remarks
Access to e-resources (online databases and e-books)	✓	on-campus only
Remote access to the restricted IIUM thesis	✓	24 pages only
Full-text access to the restricted IIUM thesis	✓	- Using the dedicated PC available. - Using the guest password controlled by the librarian.
Rooms and PCs at computer labs.	X	
Interlibrary loan and document delivery services	X	

- vi. The library may at its discretion permit other persons to use the library with no payment.

4.2 LIBRARY FINES

4.2.1 Loan Overdue

MATERIALS/COLLECTION	FINES RATE (RM)	GRACE PERIOD
General books, Pamphlets and ILL	0.50/day	5 days
Reference, Journals & Official Publications	0.50/day	2 days
Red Spot Collection (14 days loans)	1.00/day	1 day
Special Collection (2-hour loan)	0.50/hour	2 hours
Discussion Room (2-hour loan)	2.00/hour	1 hour
Carrel and Research Rooms (daily/biweekly/monthly*/research period loans)	5.00/day	1 day
Audio-visuals and multimedia (3-days loan)	0.50/day	2 days
Locker	1.00/day	1 day

Note: *Paid carrel rooms

4.2.2 Lost or Damaged Room/Locker Key

ITEM	FINE RATE (RM)
Room/Locker Key	100.00

4.2.3 Lost and Damaged Books

SITUATION		CHARGES	PROCESSING FEES (RM)
Lost or irreparable damage	Provide replacement copy(ies)	-	25.00
	Pay replacement cost	a. Same or latest edition: Current market price.	50.00

		b. Out of print: RM100.00 for the first 50 pages, plus RM1.00 for each succeeding page, whichever is higher. c. A volume out of a voluminous work: Pay for the whole set.	
Repairable damage	Minor damage, includes mutilation of pages, barcode labels, etc.	RM10.00/page	25.00
	Mutilation of covers without affecting the content	Actual binding cost	25.00

Note: The office in charge of acquisition for the library has the authority to provide the price of the lost book and the library client **MUST** pay the full amount of the book prices.

4.3 Discount and Waiving of Fines

- 4.3.1 Fines are imposed to encourage users to return library materials on time so that they can be circulated fairly and effectively among all clients who need to use them.
- 4.3.2 However, if there is an appeal to reduce the fines imposed (minimum RM30.00), the amount of discount is 10% with the approval of the Authorized Librarians i.e. Circulation Librarians, Head of Campus Libraries and Head of Collection & Client Services, Gombak Campus Library.
- 4.3.3 Fines may **NOT** be imposed when these exceptional circumstances apply:
 - a. In case of error by the Library, or extenuating circumstances brought to the attention of the Librarian or authorized designees, charges on the borrower's account may be waived or cancelled;
 - b. If an item is Claim Returned, i.e. the item is still outstanding on a borrower's record, but the Library absolves the borrower of responsibility for the item due to a possible library error;
 - c. If an emergency occurs to the borrower or within the immediate family, e.g., death or severe illness, written verification as proof of emergency is required.
 - d. The borrower is deceased. One of the following is needed for verification of death:
 - i. Death certificate
 - ii. Obituary notification
 - iii. Mail returned marked deceased.
 - iv. Written notification from immediate family or legal representative
 - v. Written notification from the university department.
 - e. If the replacement of the lost item has been paid and settled.

4.4 Declaration

All money collected will be accumulated into the Library Trust Fund under the IIUM Account.

5.0 ADMINISTRATION OF THE GUIDELINES

The responsibility for implementing these guidelines lies with the respective sections and departments across all campus libraries. This includes:

- i. Head of Circulation & Loans Unit, DaHLG
- ii. Head of Client Services Unit, DaHLK
- iii. Head of Client Services Unit, CFSL
- iv. Head of Client Services Unit, SMNAL
- v. IIUM Librarian of Shared-Facilities Library Education Hub Pagoh (SFLEHP).