

FAQ Library MvL

Borrowing

How can I borrow media?

You can borrow media from the library at the counter with your student ID.

What can I borrow from the library?

All books, magazines, newspapers, board and card games, DVDs and audio books can be borrowed. Additional card games as well as calculators and charging cables are available at the counter. Laptops and ipads can be borrowed on request.

How many items can I borrow?

You can borrow up to 30 items.

Does it cost anything if I want to borrow media?

No, the entire loan is free of charge.

What do I need to bear in mind if I want to borrow a charging cable/dictionary/calculator/laptop?

A student ID is required for borrowing. This will be retained as a deposit until the charging cable/dictionary/calculator/laptop is returned. The charging cable/dictionary/calculator/laptop must be returned on the same day it was borrowed.

Can I use my ID card, bus ticket, €20 bill or similar as a deposit to borrow a charging cable/dictionary/calculator/laptop?

No, this is not possible. Only the student ID card is accepted as a deposit.

Can tablets/laptops be borrowed for longer than one day?

Yes, but only in consultation with the library staff. For loans lasting longer than a week, a signature from the subject teacher is required. A form to fill in and sign is available at the library counter.

Can I borrow items with a friend's or classmate's student ID?

Yes, this is possible. However, if the items are returned late, the person to whom the items were borrowed is liable.

How do I get a book (or other medium) that is currently on loan?

You have to come to the library and reserve the desired book at the counter. The current borrower must then return the book within the loan period and can no longer renew it.

How long can the individual items be borrowed?

Books: 4 weeks

Magazines: 2 weeks

DVDs: 2 weeks

Board and card games: 2 weeks

Audio books: 1 week

Laptop/ipad: 1 day

Calculator: 1 day

Charging cable: 1 day

Dictionary: 1 day

The library is closed during the vacations, so you cannot return borrowed items. What can you do?

Don't worry, vacation days are not considered loan days, so the return date falls during school hours.

I have lost my student ID card. Where can I get a new one?

You can apply for a new student ID card from Mr. Rennau. A replacement card costs €3.

Returning books**Is the student ID card needed to return books?**

No, the student ID card is not required to return books.

What should I do if I am ill and therefore unable to return my books?

There are several options:

1. the books can be returned by another person.
2. you can renew the borrowed media yourself online (see section "Renewal").
3. write to the library staff via iserv or by e-mail (bibliothek@mvl-hdh.de) and ask them to extend the loan period.

What to do if you have forgotten the return date for borrowed media?

1. there is a return slip on the last page of the book (or inside a DVD case) stating the date by which a medium must be returned.
2. your own user account can be viewed via the Web OPAC. The loan periods of the borrowed media are displayed here.
3. how long the loan period for the books is still valid can be checked with the library staff. However, you must bring your student ID with you.

What do I do if the library is already closed when I want to return my media?

The borrowed media can also be returned to the library the next day (for nurses and PiA: as soon as you are back at the MvL). If the loan period has already expired the next day, you can extend it online the day before to avoid possible reminder fees. Alternatively, the library can be contacted by e-mail or via iserv (however, the message will not be viewed until the next day).

Renewal

Is the student ID required if I want to renew borrowed items in the library?

Yes, the student ID card is required for the renewal of items by library staff.

How can I renew borrowed items myself?

You can access your own account via the Web OPAC. Here you can renew the respective media.

See also file "Extending books"

How often can I renew?

Items can be renewed up to three times. If borrowed media are still needed for longer, this must be agreed with the library staff beforehand.

Why can I no longer renew my books?

It may be that the books have been pre-ordered by another person. Therefore, please come to the library and return the borrowed books in good time.

For how many weeks will a book be renewed?

The borrowed item will be extended by the period for which it can normally be borrowed (e.g. the loan period for a book will be extended by four weeks).

Reminders

When are reminders sent out?

As soon as the loan period has been exceeded by one day, you will receive a message from the library staff via iserv that you should return the borrowed items to the library.

What to do if you have received a reminder?

1. return the borrowed items to the library immediately.
2. extend the loan period of the media in the library or extend the loan period online yourself.

It is also possible to ask the library staff by phone/email/ISERV or on site in the library how long the loan period for individual items is still valid.

How many reminder levels are there?

The library has three reminder levels. If the media are not returned after the third reminder stage, the fourth reminder is sent by the Heidenheim District Office.

What are the costs per reminder level?

1st reminder level - no costs

2nd reminder level - 1 € per medium

3rd reminder level - 2 € per medium + costs from 2nd reminder level

4. costs from reminder level 1 + costs from reminder level 2 + processing fee (three euros) + costs for replacement of the borrowed media

How much time do you have between the individual reminder levels to return the borrowed media?

You have one week to return or renew the borrowed media before the next reminder is sent.

Where can I see if I have to pay overdue fines?

The fees can be viewed via the user account, which can be opened in the Web OPAC.

Account

How do I access my account?

Access is via the Web-OPAC. Go to the university homepage (mvl-hdh.de). Under the "School" tab, select the section "Library". On the library page you will find the sentence "You can find the holdings of our library **here**". The word "here" is highlighted in bold and green. Click on it to go to the Web OPAC.

Where can I find my user number?

The user number can be found on the back of the user card. It is an eight-digit number.

What is my password?

The password is your date of birth written out in full without any dots in between.

Can I change my password?

Yes, this is possible. Follow the instructions on the website. (see also file How do I change my password).

What do I do if I have forgotten my password?

You can reset your password via the Web OPAC. The prerequisite is that you have entered an e-mail address in your user account. If this is not the case, please come to the library counter with your identity card so that the library staff can set up a new password for you.

Catalog

What is an OPAC?

OPAC stands for Online Public Access Catalog. It is an online catalog that gives you access to the library's holdings. It lists all media (books, journals, DVDs, etc.) that can be found and borrowed from the library.

How do I access the OPAC?

1. open the school's website (<https://mvl-hdh.de/>)
2. click on the "School" tab
3. click on the "Library" field
4. click on the green word "here" in the sentence "The holdings of our library". can be found here."

How do I find a book in the library?

You can access the library catalog via the Web OPAC. Here you can search for your media. The Web OPAC is linked on the library homepage.

What is a shelfmark?

A shelfmark is used to identify the title and the exact location of a book within a library. The shelfmark can be found on the spine of the book. The first line contains a letter abbreviation that provides information about the category of the title (e.g. physics, English, history, etc.). The bottom four letters are the first four letters of the author of the book.

Can I also make requests regarding book purchases?

Yes, that is possible. The library staff will decide whether a purchase is worthwhile.

Online offers

How can I use the Ostalb online lending service?

You can access the Ostalbonleihe website either via our Web OPAC or directly here using the following link:

<https://ostalb.onleihe.de/ostalb/frontend/welcome,51-0-0-100-0-0-1-0-0-0-0.html>

Click on the green login button and select the library "Bibliothek im Hochschulzentrum in Heidenheim". Enter your user name (=eight-digit number on the back of your library card) and password (=date of birth without dots). (see also file "How to use the Ostalb-Onleihe")

How can I use "Overdrive"?

You can access overdrive on the WEP-OPAC website or via the following link:

<https://bw.overdrive.com/>

Click on the blue login button and select the library "Bibliothek im Hochschulzentrum in Heidenheim". Enter your user name (= eight-digit number on the back of your user card) and PIN aka password (= date of birth without dots). (see also file "How to use Overdrive").