



Vietnam Development Information Center

POLICIES

General policy

Everyone is welcome to use the Library - no membership card or fee is required. The Library should be a place in which all people have the ability to use its resources in a quiet, non threatening atmosphere. To assure this, certain basic rules must be maintained. All Library users will be expected to act within these guidelines, or they can be asked to leave the Library. It will be up to the individual staff member, and the circumstances at hand, to determine if a warning should be issued. The rules are as follows:

- People using the Library are expected to do so in a quiet atmosphere. Excessive talking, gathering around tables for conversation purposes, and the making of loud noises are not permitted.
- Running, jumping, kicking, skipping, or any other like behavior is not permitted.
- Cell phones should be on non ringing mode at all time. Please use the outside areas for your cell phone conversations.
- No smoking.
- Food and drinks are prohibited except by staff in staff areas, in meeting rooms, or for Library related functions. Bottled water is accepted.
- Animals, weapons, explosive or flammable materials, chemicals are prohibited in the Library.
- Items which are left or abandoned by Library users are subject to search to try and determine if the owner is in the Library. If the owner is not in the Library, the materials may be kept in the library for one week. The Library is not responsible for any items or personal property left, lost, misplaced or stolen.
- Any fighting, cursing, yelling or other uncontrolled behavior will bring an automatic expulsion from the Library.

Policy for the Library Material Use

- Once you have taken a book off the shelf, please DO NOT put it back – instead, place it in one of the baskets around the Library. This will help clients and staff to find books again in future.
- VDIC is a reference library with a small collection. We are not able to lend out books to the public. Sorry!

Policy for Public Computers Use

The public Internet workstations are available to provide VDIC visitors with free access to the Internet, CD-ROMs and other information resources to help them meet the objectives of their research or development-related tasks.

In compliance with Decision No. 71/2004/QĐ-BCA (A11) of January 29, 2004 “promulgating the regulation on ensuring safety and security in activities of managing, providing and using Internet services in Vietnam”, visitors **must** register at the security desk to use a workstation.

Visitors must reserve computers in-person and on the same day of use only, for a maximum of 1 hour per day. It is permissible to use a workstation beyond the 1 hour limit if no one is waiting. Please ensure that you are working at the computer that you signed up for.

The Internet does contain material that is inappropriate for viewing by children, and which may be offensive to others. The Library's computers are easily visible by others, and the viewing of inappropriate material is prohibited. If computer/Internet use results in the disruption of Library services, disturbs other Library users, or if the use is inappropriate for a Library setting, the Library reserves the right to end the session, and to ask violators to leave.

The Library Staff will monitor the Internet use of all patrons to be sure that such use does not violate Vietnam Law. Anyone who violates the Library's computer policy will have their computer privileges suspended, and repeat offenders will have their computer privileges revoked.

Certain computers have other restrictions due to their location, and must be used as posted. For example, the World Bank databases computer are to be used only for the World Bank databases search purposes.

All use is monitored and this policy is enforced at the discretion of VDIC staff.

Appropriate activities at VDIC

1. Searching the Internet for development-related study, research and teaching;
2. Using CD-ROMs from the VDIC collection;
3. Limited use of Microsoft Office programs for development-related activities;
4. Capturing results to floppy disk, CD, flash drive, or printer.

Activities not to be done at VDIC

1. Sending or receiving e-mail, e-cards or messages;
2. Posting to newsgroups, listservs and other networked resources;
3. Playing games, chatting, using other similar areas of the Internet
4. Downloading executable files (programs) or copying programs from VDIC computers;
5. Working with personal documents
6. Destroying files, damaging equipment, removing components;
7. Tampering with or changing the workstation components or default setup;
8. Accessing Web sites deemed socially inappropriate.

Staff will request users in violation of this policy to refrain from the restricted activity. Failure to comply will result in removal from the VDIC and possible prohibition from future access to the VDIC.

Policy for Use of the Library Photocopier

There is one photocopier for users to make copies of materials. Limited photocopying is allowed, in accordance with international copyright laws. Some documents can be copied in their entirety, but otherwise, only 10%, or one chapter of a book can be photocopied -- whichever is more. Please check with staff when you want to copy several pages of a document. Please note that a large number of documents from the World Bank and other sources are available online, for free.

Price for Use of the Library Photocopier and Printer

There is a charge for every page photocopied or printed on the laser printer of the Library. Please check the price at the photocopying and printing areas.