

# FAQ

## LIBRARY

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### What are the opening hours of the Library?

During the academic year, the opening hours are:

- Monday-Friday, 8 am-10 pm
- Saturday-Sunday, 9 am-6 pm

Consult the [Opening Hours page](#) to find out the specificities by site and by holiday period or download the [UNIGE mobile application](#), which also allows you to see the number of workplaces available in real time.

### As a student, is it necessary to register at the Library to access its services?

The multiservice card serves as a library card, but you have to register with SWITCH-Edu ID and swisscovery in order to borrow documents.

The detailed step-by-step registration procedure is available [at this link](#).

### How many documents can I borrow and for how long?

You can borrow up to **100** documents, for **28 days\***.

Documents are automatically extended 5 times, unless the document has been requested by another user.

*\* Restrictions may apply for certain documents or for certain users.*

### What happens if I return documents late?

Documents not returned on time generate overdue fees that are common for the entire SLSP network:

- 1 day after loan term: free reminder
- 6 days after the free reminder: 1st paying reminder: **5 CHF** per document
- 6 days after the 1st paying reminder: 2nd paying reminder: an additional **CHF 5** per document
- 6 days after the 2nd paying reminder: 3rd paying reminder: an additional **CHF 10** per document

Please note:

- For documents with a loan term shorter than 28 days, the deadline for reminders issuing is shortened accordingly.
- The account is blocked after the 3<sup>rd</sup> reminder.
- For lost or non-returned documents, a replacement fee applies.
- Fees owed are sent by email and payable by invoice only. It is no longer possible to pay these fees at the Library reception desks.
- [FAQs on billing by SLSP for fee-based swisscovery services](#)

### How do I search for a document in swisscovery?

Consult the [swisscovery UNIGE Help](#) and do not hesitate to ask the librarians for a demonstration if necessary.

You can also register for [training courses](#).