

Macao Public Library

Services Brochure

Sep 2019



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	Book Sterilizer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Book Scanner			✓		✓		✓		✓		✓		✓		✓		✓



Library Card Application

New Application:

Applicants shall apply for a library card in person at Macao Public Library branches;

I. Macao residents shall submit:

1. Library Card Application Form;
2. a photocopy of valid Macao Resident Identity Card, along with the original copy for verification;
3. one 1.5 inch recent photo (except the new version library card);
4. applicants under 12 years old shall apply for a library card accompanied by a parent or guardian. The parent may also apply for the library card on behalf of the applicant. Both the applicant and the parent/guardian have to sign on the application form and provide a photocopy of their valid ID documents along with the original copies for verification.

II. Non-resident workers shall submit:

1. Library Card Application Form;
2. a photocopy of valid passport or immigration document, along with the original copy for verification;
3. a photocopy of valid Non-resident Worker's Identification Card, along with the original copy for verification (with a validity period of no less than 3 months);
4. one 1.5 inch recent photo (except the new version library card).

III. Non-resident students studying in Macao shall submit:

1. Library Card Application Form;
2. a photocopy of valid passport or immigration document, along with the original copy for verification;
3. a photocopy of valid student card, along with the original copy for verification (with a validity period of no less than 3 months);
4. one 1.5 inch recent photo (except the new version library card).

IV. Non-residents who own property or a business in Macao shall submit:

1. Library Card Application Form;
2. a photocopy of valid ID document proving legality to stay in Macao (with a validity period of stay of no less than 3 months from the date of application) , along with the original copy for verification;
3. a photocopy of a proof of property or business ownership (e.g. property registration certificate, sale and purchase agreements, property tax bill, business registration certificate), along with the original copy for verification;
4. one 1.5 inch recent photo (except the new version library card).

V. Tourists or other non-residents shall submit:

1. Library Card Application Form;
2. a photocopy of valid travel document proving legality to stay in Macao (with a validity period of stay of no less than 3 months from the date of application), along with the original copy for verification;
3. one 1.5 inch recent photo (except the new version library card);
4. applicants can only apply for a library card with a guarantor who is 18 years old or above and holds a library card of the Macao Public Library;

5. a guarantor shall submit a photocopy of his/her Macao Resident Identity Card in person to the Macao Public Library and sign on the application form.

Renewal of Library Card

Applicants shall renew their library cards in person at Macao Public Library branches, and submit:

1. the expired library card;
2. Library Card Application Form;
3. a photocopy of valid ID document, along with the original copy for verification; non-resident workers, tourists, non-locals who study, own property or do business in Macao shall submit corresponding documents with a validity period of stay of no less than 3 months (from the date of renewal);
4. one 1.5 inch recent photo (except the new version library card);
5. applicants below 12 years of age shall apply for a library card accompanied by a parent or guardian. The parent may also apply for the library card on behalf of the applicant. Both the applicant and the parent/guardian have to sign on the application form and provide a photocopy of their valid ID documents.
6. non-resident applicants can only apply for a library card with a guarantor who is 18 years old or above and holds a library card of the Macao Public Library; the guarantor shall submit a photocopy of his/her Macao Resident Identity Card in person to the Macao Public Library and sign on the application form.

Replacement of Library Card

Card holder who applies for replacement of his/her lost or damaged library card has to report loss to the library in advance. Replacement takes 7 days, with the applicants required to re-submit their data to apply for the replacement card.

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Use of Library Card and User Password

1. There will be a personal password for each library card issued by the Macao Public Library. Readers can access the website of Macao Public Library with the password to check their personal information, change password, check account status, reserve books, check fine records, leave comments, reply to comments, renew library materials, etc.
2. The password shall not be disclosed to or used by others. The offender shall bear sole responsibility for the consequences.
3. The library card can only be used by its holder in Macao Public Library branches.
4. With a valid library card, readers can borrow books and audiovisual materials in the Macao Public Library. However, rare books, reference books, periodicals, valuable texts and special collections can only be read in library.
5. In the event of change of personal information or loss of library card, please contact library staff immediately.
6. The validity of library cards for general readers (local residents) is 10 years, while that for children (local residents) is 5 years. Residents aged 60 or above are eligible to apply or renew the library card with permanent validity. The validity of temporary library cards (non-local residents) is the same as the validity period of stay in Macao of the applicant.

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Loan and Return Services

Loan Rules

1. Readers who have applied for library cards of the Macao Public Library can borrow books in any of its branches (except Senado Library). Audiovisual materials are available for borrowing in the Macao Central Library, Sir Robert Ho Tung Library, Patane Library, Ilha Verde Library, Taipa Library, Wong Ieng Kuan Library in Dr. Sun Yat-Sen Municipal Park, Wong Ieng Kuan Library in Areia Preta Urban Park, Wong Ieng Kuan Children's Library in Areia Preta Urban Park, Wong Ieng Kuan Public Library in Taipa, Library in Ho Yin Garden, S. Lourenço Library and Seac Pai Van Library.
2. Readers must borrow library materials in person.
3. Readers are allowed to borrow a maximum of five library items, with a loan period of 15 days calculated from the date of borrowing. Loan items may be renewed once prior to the due date either through the internet or in person at any branches.
4. Please check and confirm the library materials are in good condition before borrowing, readers should notify the library staff in the event of damage.
5. Rare books, special collections, reference books and library materials undergoing categorizing process will not be available for checkout.
6. The library reserves the right to recall checkout materials if necessary.

Renewal Rules

1. Library items can be renewed once prior to the due date with an extension of 15 days calculated from the date of renewal.
2. Items cannot be renewed under the following conditions:
 - the library item need to be renewed is overdue.
 - the item renewal is being requested a second time.
 - an outstanding fine in the reader account.
 - the library item has been reserved by others.
 - the library item recalled by the library due to unanticipated needs.
3. It is advised that renewal through the internet be made at least two working days before the due date to allow time for renewal in the library or return of items in case the renewal is unsuccessful.

Return Rules

1. Readers can return checkout items to all branches of the Macao Public Library (except Senado Library).
2. Overdue charge is MOP1.00 per day for each loan item.
3. Library materials must be returned to library staff, do not place them back on the shelf or leave them in other places.
4. In case of loss, users will be charged the full cost of the lost item, plus an overdue fine if the item is overdue.
5. Damaged items need to be returned to the library for reimbursement, and full cost will be charged for the damaged items.
6. Users will be suspended from borrowing materials if they fail to return library items or pay overdue fines.

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Online Renewal Service

How to renew library items via the Internet

1. Access the Macao Public Library website at <http://www.library.gov.mo/en/>.
2. Click '**Reader Log in (Renewal/Booking)**' on the upper right corner of the page.
3. Enter your Macao Resident Identity Card Number or User ID.
4. Enter your password (the password provided by library during application), then click '**Log In**'.
5. Click '**My Account**' on the upper right corner of the page.
6. Select '**Checkouts**'.
7. Select the item(s) you would like to renew (select the checkbox to the left of the item). Then click '**Renew**'.
8. A renewal result will be displayed on the screen. Please pay attention to the message to confirm completion of renewal procedure. Then click '**Yes**'.
9. If renewal is successful, the **due date** of the relevant items will be updated. Please take notice of the new due date.
10. Click '**Log Out**' on the upper right corner of the page to end renewal and other reader services.

Notes on Online Renewal Service

1. Items cannot be renewed under the following conditions:
 - the library item need to be renewed is overdue.
 - the item renewal is being requested a second time.
 - an outstanding fine in the reader account.
 - the library item has been reserved by others.
 - the library item recalled by the library due to unanticipated needs.
2. It is advised that renewal through the internet be made at least two days before the due date to allow time for renewal in the library or return of items in case the renewal is unsuccessful.

Readers can make reservations for checkout and on-shelf library items of all branches of the Macao Public Library and Central Book Stack via the library website, telephone or at the library in person, readers can also select a designated library for to pick up the reserved item. When the reserved item is sent to the designated pickup library, readers will receive an SMS notifying them to make checkout procedures at the designated library within the stated deadline.

Notes on Online Reservation Service

1. Readers who have applied for the reader cards of the Macao Public Library are eligible to make reservations.
2. Each reader may reserve a maximum of 6 items of library materials.
3. A reserved item can be held for three days, calculated from the following date the reserved item is sent to designated library. The library will send an SMS or make a telephone call to inform the reader to pick up the requested item in the designated library. If the hold period meets up with MSAR public holiday, the hold period will be extended accordingly.
4. Reservation will be cancelled when the reader fails to collect the reserved item within the hold period. In this case, the reader will need to re-apply for reservation.
5. Please ensure your contact details are correct before placing hold, including phone number and email address, so that the library can notify you to pick up the reserved item. In case of incorrect information, please contact library staff of the Division of Reader Services and Promotion.
6. Books in the Senado Library cannot be reserved.

Under what conditions will the reservation be cancelled?

1. The reserved library item is not collected within the notified deadline.
2. The requested item is ready for pickup, but the library cannot reach the reader before the end of hold period.
3. The requested item is lost.
4. The library item is needed by the library due to unanticipated needs.

Cancelling reservations on your own

1. Access the Macao Public Library website at <http://www.library.gov.mo/en/>.
2. Click '**Reader Log in (Renewal/Booking)**' on the upper right corner of the page.
3. Enter your Macao Resident Identity Card Number or User ID.
4. Enter your password (the password provided by library during application), then click '**Log In**'.
5. Click '**My Account**' on the upper right corner of the page.
6. Select '**Holds**'.
7. To delete a reservation request, click the checkbox to the left of the item and then click '**Cancel Hold(s)**'.
8. A question window will pop up, please click '**Yes**', then the hold(s) will be cancelled.
9. Click '**Log Out**' on the upper right corner of the page to end renewal and other reader services.



Audiovisual Materials Room and Internet Service

1. Users have to make registrations or appointments in person for using the Audiovisual Materials Room, other forms for making appointments, e.g. call appointments are not accepted. When making appointments, readers need to show their library cards or identity documents.
2. Reservations will be cancelled if readers are late for more than 10 minutes. The priority will be made up for any awaiting users.
3. Users who leave the seat for more than 10 minutes will be considered as giving up the right to use the service, and new appointment has to be made.
4. Equipments and seats will be assigned by library staff; unless with specific permission from the library, one set of equipments is to be used by only one user.
5. Each person can use the Audiovisual Materials Room once a day, the maximum duration for using the internet service is 1 hour, while the limit of watching audiovisual materials is 2 hours, each usage is counted on the hour. If there are no users in queue, the duration of using the internet service can be extended.
6. Users can borrow USB and DVD-ROM drivers provided by the Library after making registrations, the USB and DVD-ROM drivers must be returned to the staff after use.
7. Access of indecent websites (e.g. pornographic or violent), online games and gambling are prohibited.
8. Any damages of the audiovisual material or equipment will be fined according to the price of the item.
9. Readers who do not comply with the above regulations after being warned twice will be asked to leave the Library.



Reference Enquiry Service

Macao Information Reference Enquiry Service

Established in 1986, Macao Collection Room in the Macao Central Library primarily serves to search, organise, preserve and make available government and civil documents about Macao historical records of the Portuguese in the Far East, and conserves Macao publications. Its objective is to demonstrate the local features of Macao through its documents, hence enabling the public to acknowledge the past of Macao. As well as providing an enquiry service for its residents and researchers, relevant activities are initiated.

To better carry out its duties, Macao Public Library has specially presented the 'Macao Information Reference Enquiry Service' for readers to search documents and information. The task will be completed in five working days in order to allow readers' earliest access to the materials they need. Readers can also find Macao information reference enquiry records on the website of Macao Public Library.

Target Users: General public and researchers
Enquires: Related to Macao publications or historical literature about Portuguese in the Far East
Enquiry Method: Visit Macao Collection Room at Macao Central Library in person
Telephone Enquiry: 28 567 576 / 28 558 049
Fax: 28 318 756
Email: refservice.dpsl@icm.gov.mo
Mail: No. 89A-B, Avenida do Conselheiro Ferreira de Almeida
Leave Messages on the Library website:
<http://opac.library.gov.mo/uhtbin/cgiirsi/0/IV/X/29/1169/X/1>
Online enquiry: <http://www.library.gov.mo/zh-hant/service-guide/reference/macao-info>
Reply time: Within 5 working days

Non-Macao Information Enquiry Service

Partner: Collaborative Online Reference Services of Shanghai Library
Target Users: General public and researchers
Enquires: Language, medicine, biology, engineering, computer, social science among other fields
Online Enquiry: <http://www.library.gov.mo/zh-hant/service-guide/reference/other-subjects>
Reply Time: Within 5 working days



Electronic Resources

The electronic resources of Macao Public Library gather various online reading materials. Without the need for an account, users in Macao can enjoy free access to an assortment of books, magazines, newspapers, dissertations and other types of readings in full text simply with a device with an internet connection. The Library has been increasing the types of readings and updating data available on the Electronic Resources to offer endless information, which is mainly divided into the four categories: e-books (Airiti Books and China Digital Library, for example), electronic magazines & newspapers (Dragonsource Digital Periodicals, Common Wealth Magazine Group Archive, EBSCO Electronic Journals and, China Core Newspapers Full-text Database and Common Wealth Magazine Group Archive and so on), electronic databases (such as Wanfang Data, Airiti Library, Airiti Art, Airiti Art NPM Text, EBSCO Health and Archives Unbound) and children's learning (Little Kiss E-Book, Kids InfoBits, International Children's Digital fine Arts Museum and Gale Virtual Reference Library).

Note:

- some databases are not accessible online at certain higher education institutions, government departments or organisations according to their access protocols.
- users can only use the said databases without performing login through the website of Macao Public Library.



WiseNews

WiseNews is available at branches of Macao Public Library (except Wong Ieng Kuan Children's Library in Areia Preta Urban Park).

The service offers numerous e-newspapers from Mainland China, Taiwan, Hong Kong, Macao, America and other countries in Asia-Pacific region and Europe covering information in hundreds of categories. Among them are finance, real estate, current affairs, education, transportation, telecommunication and technology, sports and entertainment. Users have access to both the latest daily news and stored retrospective information.

Searches can be conducted in Chinese or English on WiseNews' user-friendly interface. Users can find the materials by entering the keywords or selecting the region, type of mass media, name of publication, or type of information.

1

Back-issue Newspapers

Back-issue newspapers and their storage periods vary from one library to another. Details about these newspapers are listed below for the convenience of readers.

Type	Form of Storage	Location	Period of Storage
Local and Overseas Newspapers in Chinese and Foreign Languages	Unbound	Macao Central Library	Current & Previous Month
		Sir Robert Ho Tung Library	Current & Previous Month
		Red Market Library	Seven Days
		Patane Library	Current Month
		Ilha Verde Library	Current Month
		Mong Há Library	Current Month
		Taipa Library	Current & Previous Month
		Coloane Library	Seven Days
		Seac Pai Van Library	Current & Previous Month
		Wong Ieng Kuan Library in Dr. Sun Yat-Sen Municipal Park	Current & Previous Month
		Wong Ieng Kuan Library in Luis de Camões Garden	Current & Previous Month
		Wong Ieng Kuan Library in Areia Preta Urban Park	Current & Previous Month
		Wong Ieng Kuan Library in Taipa	Current & Previous Month
		Library in Ho Yin Garden	Current & Previous Month
S. Lourenço Library	Current & Previous Month		

Types	Form of Storage	Location	Searching Method
Local Newspapers in Chinese	Bound	Sir Robert Ho Tung Library	Library Website
Local and Overseas Newspapers in Foreign Languages	Bound	Senado Library	Library Website
Local and Overseas Newspapers in Chinese and Foreign Languages	Microfilms	Macao Collection Room at Macao Central Library / Senado Library	Locate the item with 'Catalogue Search'

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Charges for Photocopying and Printing

Charges for Photocopying, Microfilm Printing and Computer Printing	
Specification	Unit Price (MOP)
A4 black-and-white	0.50
A4 colour	2.00
A3 black-and-white	1.00
A3 colour	3.00

Charges for Microfilm Copying (MOP)			
Format	Unit Price	Full Roll	Remark
16mm	2.00	800.00	Minimum charge: 50.00
35mm	2.00	1,000.00	Minimum charge: 60.00

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General Notes

1. School bags, backpacks, luggage and other bags should be stored in the lockers at the entrance of the library or in designated area.
2. Unless authorised by the library director, children aged below 6 should enter the library with their parents.
3. Reservation for group visits must be made in advance.
4. Keep quiet in the library; do not play, run, talk loudly or disturb others.
5. No smoking, drinking, eating or sleeping.
6. Animals and dangerous goods are prohibited.
7. Keep the environment clean and take care of library facilities and book materials. The reader shall be liable to compensate for the full cost of defaced and damaged library items.
8. Do not sit on the tables or move the chairs and tables in the reading room.
9. Readers are responsible for safeguarding their own valuables.
10. Telephone calls are not permitted in the reading room (area).
11. The library is intended for reading and study use only, no other purposes are allowed.
12. Readers should observe other supplementary rules established by the library director.
13. If the individual violates the rules and does not comply with staff direction, s/he will be asked to leave the premise.

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Locker

1. School bags, backpacks, luggage and other bags should be stored in the lockers at the entrance of the library or in designated area.
2. Please read and follow the locker usage instruction before using the locker.
3. In case of error, please contact our library staff or security guard.
4. Readers have to keep their wallets, handbags and other valuables. The library will not be responsible for any loss.
5. Do not store food, drinks and other perishables, or forbidden, flammable, explosive and dangerous goods in the locker.
6. Please use the locker carefully; in case of vandalism, users will be charged.
7. Please keep the code slip of your locker and do not reveal it to others. The offender shall be solely responsible for the consequences.
8. If the reader forgets the passcode or loses the code slip for the locker, the person should ask for assistance for opening the locker at the circulation desk. Our library staff will open the locker in the presence of the reader, and only with confirmation by both parties can the reader retrieve the stored items.
9. Please retrieve all items in the locker before leaving. The library will clear the lockers every day after closure and it will not be responsible for keeping anything left in the lockers. Valuable stored in the locker will be handled to the police. The library will keep the items temporarily with approval of the library director, and the owners have to present their identity document for verification before collecting the items.
10. Please keep the environment clean. Used code slips should be put in litter bins.

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Children's Room

The children's reading room is intended for children's use. Parents and children are advised to observe the following rules:

1. Children aged below six should be accompanied by parents;
2. Food and drinks are not allowed;
3. Do not use mobile phones;
4. Do not make loud noises, run or play;
5. Place the books back on the shelf or give them to staff after use;
6. Keep environment clean and use library facilities with care;
7. Offenders failing to comply with staff advice will be asked to leave.

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Macao Collection Room

1. This reading room is only intended for reading Macao collection;
2. Do not bring other print materials into this reading room;
3. Materials in the reading room are for reference only and not for checkout;
4. Do not take the materials outside the reading room;
5. Readers can take a maximum of five books from the shelf at one time;
6. Readers can leave the books on the desk after use;
7. Registration is needed for assessing Macao information and microfilms in stack;
8. Please keep quiet in the reading room, eating, drinking, smoking and use of mobile phone are prohibited;
9. Offenders failing to comply with staff's advice will be asked to leave.

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Guidelines on Photography and Video/Film Shooting in Macao Public Library

1. Photos may be taken on the condition that there is no infringement on the rights of others or impact on the reading atmosphere.
2. Laws protecting the right of portrait and the right to privacy shall be observed.
3. The use of camera flashes, tripods, selfie sticks or other auxiliary equipments is prohibited.
4. No filming in Senado Library and the 'Chinese Ancient Books Chamber' at Sir Robert Ho Tung Library.
5. No audiovisual recording shall be conducted unless approved by the Cultural Affairs Bureau.

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Notes on Using Breastfeeding Room





1. The room is reserved for breastfeeding and baby nursing only.
2. Upon entering the room, please place the "IN USE" sign on the door. Please remove all personal items and notify the library staff upon leaving.
3. The room is equipped with facilities such as an emergency bell, chairs, a small table, a refrigerator, a wash basin, hand sanitizers, paper towels, a covered waste bin, a power socket, etc.. Please keep the room clean, use the facilities properly and put them back in their original place for the convenience of other users.
4. The refrigerator should only be used for storing breast milk and baby food. Please make sure no belongings are left behind upon leaving. The library reserves the right to discard, without notification, any unclaimed items stored in the refrigerator at library closing time.

Library	Address	Opening Hour	Public Holiday	Tel / Fax
Red Market Library	Av. Ouvidor Arriaga N.º 147 R/C, Macau	Monday to Sunday 07:00-02:00	open	TEL: 2821 7348 FAX: 2821 7099
Macao Central Library	Av. Conselheiro Ferreira de Almeida N.º 89 A-B, Macau	Monday 14:00-24:00 Tuesday to Sunday 08:00-24:00	open (closed at 2:00pm on Chinese New Year Eve) (closed on 1st to 3rd day of Chinese New Year)	TEL: 2855 8049 2856 7576 2837 1642 FAX: 2831 8756
Patane Library	Rua da Ribeira do Patane, N.ºs 69-81, Macau			TEL: 2825 9220 2825 9221 FAX: 2825 0161
Wong Ieng Kuan Library in Areia Preta Urban Park	Av. 1º de Maio, Parque Urbano da Areia Preta (Sul), Macau			TEL: 2845 1830 FAX: 2845 0353
S. Lourenço Library	Rua de João Lecaros, Mercado de S. Lourenço, 3º andar, Macau			TEL: 8294 7931 FAX: 8294 7944
Taipa Library	Rua de Seng Tou, Parque Central da Taipa, 1ª Cave, Taipa			TEL: 2884 3105 2884 3172 FAX: 2884 3607
Seac Pai Van Library	Av. Vale das Borboletas, Complexo Comunitário de Seac Pai Van, 6º andar, Coloane			TEL: 2826 1631 2826 1633 FAX: 2826 1635
Sir Robert Ho Tung Library	Largo de Santo Agostinho N.º 3, Macau			Monday 14:00-20:00 Tuesday to Sunday 08:00-20:00
Wong Ieng Kuan Library in Luis de Camões Garden	Praça de Luís de Camões, Jardim Luís de Camões, Macau	TEL: 2895 3079 FAX: 2895 3305		
Ilha Verde Library	Av. de Concórdia N.º 281, Edf. May Fair Garden II Fase, 4º andar, Macau	TEL: 2822 5783 2838 1767 FAX: 2822 5474		
Mong Há Library	Av. de Venceslau de Morais N.ºs 178-182, Edf. de Mong Sin da Nova Habitação Social de Mong Há, 3º andar B3, Macau	TEL: 2831 7288 FAX: 2848 1963		
Wong Ieng Kuan Library in Dr. Sun Yat-Sen Municipal Park	Av. Comendador Ho Yin, Parque Municipal do Dr. Sun Yat Sen, Macau	TEL: 2855 9020 FAX: 2855 9021		
Wong Ieng Kuan Children's Library in Areia Preta Urban Park	Av. 1º de Maio, Parque Urbano da Areia Preta (Norte), Macau	TEL: 2843 7077 FAX: 2845 0353		

Library in Ho Yin Garden	Alameda Dr. Carlos d'Assumpção do Jardim do Comendador Ho Yin, Macau			TEL: 2870 6940 FAX: 2870 6939
Wong Ieng Kuan Library in Taipa	Rua do Regedor, Hei Loi Tang Plaza, 2 ^o andar, Taipa			TEL: 8893 1223 FAX: 2882 7602
Coloane Library	Av. Cinco de Outubro, Coloane			TEL: 2888 2254 FAX: 2888 2254
Senado Library	Av. Almeida Ribeiro N.º 163, Edf. do IAM, Macau	Monday to Saturday	13:00-20:00	closed (closed at 2:00pm on Chinese New Year Eve)
		Closed on Sunday		

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Office Addresses and Office Hours

Office	Address	Office Hour*	Telephone / Fax
Office of Macao Public Library	Largo de Santo Agostinho, No. 3 (i.e. GF, old building of Sir Robert Ho Tung Library)	Monday to Thursday 09:00–13:00 14:30–17:45	 (853) 2837 7117 2893 0077 2893 0966
		Friday 09:00–13:00 14:30–17:30	 (853) 2831 4456
Macao ISBN Agency	Largo de Santo Agostinho, No. 3 (i.e. 2/F, new building of Sir Robert Ho Tung Library)	Monday to Thursday 09:00–13:00 14:30–17:45	 (853) 8598 6600 8598 6644
		Friday 09:00–13:00 14:30–17:30	 (853) 2831 4456 isbn.bc@icm.gov.mo

* MSAR Public Holidays Excepted

Library	Service Hour	Self-study Area Regulations
Macao Central Library	Monday 14:00 - 24:00	<ol style="list-style-type: none"> 1. The area will be closed temporarily without prior notice if it is reserved for special purposes; 2. The area will be used for study and reading purposes only; 3. Do not bring materials from other reading areas into the study room; 4. Keep quiet in the area. Playing, chasing around, noise nuisances and other disturbances are forbidden; 5. Smoking, eating, drinking or sleeping will not be permitted in the study room; 6. Readers who violate the regulations and do not follow the advice of our staff will be asked to leave the room.
Patane Library	Tuesday to Sunday 8:00 - 24:00	
Sir Robert Ho Tung Library	Monday 14:00 - 20:00 Tuesday to Sunday 8:00 - 20:00 (except public holidays)	
Ilha Verde Library		
Taipa Library		
Seac Pai Van Library		

Library	Service Hour (except public holidays)	Regulations for the Use of Self-study Room
Patane Library	<p style="text-align: center;">Monday 14:00 - 20:00</p> <p>Tuesday to Sunday 8:00 - 20:00</p>	<ol style="list-style-type: none"> 1. The study room should be used by a group of at least three people and at most ten people. Reservation can be made by a group member at the service desk. 2. Users who have reserved the study room should arrive on time. Reservations will be cancelled if users are late for more than ten minutes. The priority will be made up for any awaiting users. 3. Users who leave the room without justifiable reasons for more than ten minutes will be deemed to have waived their right of access to the room. 4. Each group can use the study room for a minimum of 30 minutes and a maximum of 90 minutes once a day (30 minutes for each time slot). If there is no other awaiting group or reservation for the study room, the duration of usage can be extended after the library's approval. 5. The use of self-study room will be terminated five minutes before the closing of the library. 6. Playing, chasing around, shouting and other disturbing behaviours are prohibited in the self-study room. 7. Eating or sleeping is prohibited. 8. Please keep the room clean and take proper care of the facilities. Users shall pay the full price for anything facilities damaged. 9. It is forbidden to sit on the table or move the table and chairs in the self-study room. 10. Take care of your valuable belongings. 11. Telephone calls are not permitted in the self-study room. 12. The library will terminate users' right to use the room following a violation of the rules or refusal to cooperate after being advised. 13. Users must comply with other supplementary rules set by the Chief of Department of Public Library Management.

Library	Service Hour (except public holidays)	Regulations for the Use of Group Discussion Room
Seac Pai Van Library	<p>Monday 14:00 - 20:00</p> <p>Tuesday to Sunday 8:00 - 20:00</p>	<ol style="list-style-type: none"> 1. The group discussion room should be used by a group of at least three people and at most 16 people. Reservation can be made by a user at the service desk. 2. Users who have reserved the study room should arrive on time. Reservations will be cancelled if users are late for more than ten minutes. The priority will be made up for any awaiting users. 3. Users who leave the room without justifiable reasons for more than ten minutes will be deemed to have waived their right of access to the room. 4. Each group can use the group discussion room for a minimum of 30 minutes and a maximum of 90 minutes once a day (30 minutes for each time slot). If there is no other awaiting group or reservation for the group discussion room, the duration of usage can be extended after the library's approval. 5. The use of group discussion room will be terminated five minutes before the closing of the library. 6. Playing, chasing around, shouting and other disturbing behaviours are prohibited in the group discussion room. 7. Eating or sleeping is prohibited. 8. Please keep the room clean and take proper care of the facilities. Users shall pay the full price for anything facilities damaged. 9. It is forbidden to sit on the table or move the table and chairs in the group discussion room. 10. Take care of your valuable belongings. 11. Telephone calls are not permitted in the group discussion room. 12. The library will terminate users' right to use the room following a violation of the rules or refusal to cooperate after being advised. 13. Users must comply with other supplementary rules set by the Chief of Department of Public Library Management.

Users are welcome to give suggestions. Readers may give suggestions and complaints via the following channels:

- Feedback form (collection boxes and forms are placed at the entrance of libraries or reader service desk)
- Telephone:
 - Functional Head of Reader Service and Promotion Division for Macao Central Library, Library in Ho Yin Garden and Senado Library: 28 567 576 / 28 558 049 / 28 371 642
 - Functional Head of Reader Service and Promotion Division for Sir Robert Ho Tung Library and S. Lourenço Library: 28 930 077 / 28 377 117 / 28 930 966
 - Functional Head of Reader Service and Promotion Division for Ilha Verde Library, Mong Há Library, Wong Ieng Kuan Library in Dr. Sun Yat-Sen Municipal Park, Wong Ieng Kuan Library and Wong Ieng Kuan Children's Library in Areia Preta Urban Park: 28 225 783 / 28 381 767
 - Functional Head of Reader Service and Promotion Division for Patane Library, Red Market Library and Wong Ieng Kuan Library Library in Luis de Camões Garden: 28 2825 9220 / 2825 9221
- Functional Head of Reader Service and Promotion Division for Taipa Library, Wong Ieng Kuan Library in Taipa, Coloane Library and Seac Pai Van Library: 2826 1633 / 2884 3105
- Fax : 28 314 456
- Email : inf.bp@icm.gov.mo
- Under 'Opinions and Recommendations' of library website :
 - Website : <http://www.library.gov.mo/en/service-guide/opinion>
- For Appointment : Please contact the Head of Reader Service and Promotion Division of appropriate library
- Mail : Attn : Director of Department of Public Library Management, Largo de Santo Agostinho, No. 3

The Department of Public Library Management (hereinafter ‘the Department’) has stipulated the following regulations in order to manage donated books effectively:

- I. The Department shall select books in accordance with the collection development policy of the library. The books donated shall not be accepted on the conditions as follows (except Macao documents and precious books):
 1. Expired content, or that of little academic or reference value (e.g.) obsolete books (published more than 10 years ago), study guideline, textbooks, event brochures, books for infants or toddlers, non-local yearbook, law books and exam preparation materials;
 2. Science and technology books that were published more than 5 years ago;
 3. Computer books that were published more than 3 years ago;
 4. Travel guides that were published more than 2 years ago;
 5. Pirated books or those that infringe copyright;
 6. Religious books that have a proselytizing nature;
 7. Books with indecent or violent content;
 8. Dilapidated books;
 9. Incomplete book collections;
 10. Books with missing attachments;
 11. Books with insecure binding, or with shedding or missing book pages;
 12. Smearred books;
 13. Three copies of the donated book have been collected in the library (except those with sizeable circulation);
 14. Other books that do not comply with collection development policy of the library.
- II. For Macao documents, antique books or other precious texts published before 1990, the library shall dispatch personnel to select books at the venue where appropriate.
- III. Any controversy in regard to the donated books shall be settled through discussion with relevant authorities.
- IV. The library will send out a special letter of gratitude if the donated book(s) is/are accepted. Donating person’s name shall be specified on the material to be included in the library collection (Donating persons are welcomed to inform the library if they do not need the information to be specified).
- V. The Department shall undertake usual book donation procedures and impress each volume/book with a book stamp.
- VI. The Department reserves the final right of exercise upon the donated books, including distribution to different libraries, donation, elimination or others.
- VII. The Department reserves the right to amend and update the regulations herein should they be inadequate.