



內部指引編號:	LIB002/202208/IFTM-GL016/V02
建議書編號:	009/LIB/2022
批准日期:	31/03/2022
生效日期:	25/08/2022
下次預定審核日期:	01/01/2025
取代版本:	BBL002/201909/IFTM-GL016/V01

## 第LIB002/202208/IFTM-GL016/V02號內部指引 澳門旅遊學院旅遊及酒店業界人士圖書證申請指引

為響應澳門旅遊及酒店業界人士使用澳門旅遊學院圖書館服務和資訊方面的需求，建議允許澳門旅遊及酒店業界人士透過申請圖書證為業界提供相關資料，有助支援業界對培訓員工的需要。

應按以下守則使用：

### 1. 申請

- a. 申請者需透過limesurvey線上系統填寫澳門旅遊學院旅遊及酒店業界人士圖書證申請表及上傳本指引中第7項所載的文件，當中包括申請成為澳門旅遊學院旅遊及酒店業界人士圖書證之意向書，意向書必須由總經理或公司負責人簽署並蓋上公司印章。
- b. 旅遊及酒店業界人士圖書證需經澳門旅遊學院領導批准。
- c. 經批准申請後，澳門旅遊學院將提供收費收據管理系統的支付連結予申請者，申請者可透過線上支付平台或親臨澳門旅遊學院行政及財政輔助處辦公時間內繳納保證金。
- d. 完成申請後，需於辦公時間內（星期一至四，09:00-13:00，14:30-17:45 及星期五 09:00:13:00，14:30-17:30）到澳門旅遊學院圖書館領取業界圖書證。
- e. 業界申請可自行分配圖書證給員工使用，業界應為圖書證持有人的所有行為負責。
- f. 對每一業界申請，圖書館將分配一張圖書證，當進入圖書館或借閱書籍時，業界員工應同時攜帶其員工證。



## 2. 費用

- a. 每一業界的會籍應向澳門旅遊學院支付澳門元3,000元正作為保證金（經批准申請後付款），保證金可於申請者完成辦理退出手續並歸還所有已外借館藏後退回。
- b. 所有費用應透過線上支付平台或於辦公時間內（星期一至四，09:00-13:00, 14:30-17:45 及星期五 09:00:13:00, 14:30-17:30）親臨澳門旅遊學院行政及財政輔助處繳納。

## 3. 退出

如要取消服務，所有保證金之退回將於提交退出服務申請日起計一個月內透過銀行轉帳或收到通知後於辦公時間內（星期一至四，09:00-13:00, 14:30-17:45 及星期五 09:00:13:00, 14:30-17:30）親臨澳門旅遊學院行政及財政輔助處領取銀行支票。

## 4. 續期

若圖書館沒有收到退出會籍的申請，會籍將於翌年自動續期。

## 5. 外借政策

- a. 圖書館網頁內的“借閱規則”內列明可外借的借閱限額及資料類別。
- b. 使用者有責任需承擔圖書館所訂定因逾期而產生的所有費用。

## 6. 特別規定

- a. 申請者應同意並遵守澳門旅遊學院圖書館所訂定的規則。
- b. 澳門旅遊學院保留對任何不通過批准申請的權利。
- c. 圖書館保留隨時修改規則的權利。
- d. 申請者有責任留意圖書館網頁上發佈的最新消息。

## 7. 所需文件

- a. 申請者的員工證副本。
- b. 加入成為業界圖書館會籍之意向書，意向書必須由總經理或公司負責人簽署並蓋上公司印章。

## 8. 本指引的生效日期為 2022 年 8 月 25 日。



**Internal Guideline No. LIB002/202208/IFTM-GL016/V02**  
**Application Guideline for IFTM Tourism and Hotel Industry Library**  
**Membership (ILM)**

To fulfil the needs of tourism and hotel industry practitioners for using services and information of IFTM Library, it is recommended to allow practitioners of tourism and hotel industry to apply for Industry Library Membership (ILM) to provide the industry with relevant information in support for their training needs.

Below regulations should be abided:

1. Application

- a. Applicants have to fill in the ILM application form via limesurvey online system and upload the required documents as indicated in Clause 7, including the ILM letter of intention. The ILM letter of intention should be duly signed by the General Manger or the person in charge of the company and stamped with the company chop.
- b. ILM will be effective upon the authorisation of IFTM management.
- c. Upon approval of the application, IFTM will provide a Receipt Management System payment link to the applicant. The applicant can make the payment via online payment platforms or visit IFTM Administrative and Financial Division during office hours to pay the caution fee in person.
- d. After the application is completed, the Industry Library Card has to be collected at IFTM Library during office hours (Monday to Thursday 09:00-13:00, 14:30-17:45 and Friday 09:00-13:00, 14:30-17:30).
- e. The applicant company is free to distribute its card to any of its staff member, and the applicant company will be responsible for all misconducts of the Industry Library Card's cardholder.
- f. Each industry library member will be issued one Industry Library Card. The staff members of that company are entitled to bring along the Industry Library Card together with their staff card when they admit to the library or borrow books from the library.

2. Payment

- a. Each ILM applicant is entitled to pay IFTM a caution fee of MOP3000 (payment should be made only after application is approved). The caution



fee is refundable when the member has completed all withdrawal procedures and has returned all on loan items.

- b. All payment should be made via online payment platforms or in person at IFTM Administrative and Financial Division during office hours (Monday to Thursday 09:00-13:00, 14:30-17:45 and Friday 09:00-13:00, 14:30-17:30).

### 3. Withdrawal

In case of withdrawal, all caution fee will be refunded within a month from the date of request via bank transfer, or by means of cheque which can be claimed in person upon notification at IFTM Administrative and Financial Division during office hours (Monday to Thursday 09:00-13:00, 14:30-17:45 and Friday 09:00-13:00, 14:30-17:30).

### 4. Renewal

The membership will be automatically renewed for the next year if Library does not receive any request for withdrawal.

### 5. Lending Policy

- a. The loan quota and on-loan items are listed under “Borrowing” at Library website.
- b. Users are fully responsible for any overdue charges at the rate set by the Library.

### 6. Special Regulations

- a. Applicants should agree and abide by the rules and regulations laid down by Library.
- b. IFTM reserves the right and discretion of not approving any applications.
- c. Library reserves the right to amend the rules and regulations at any time.
- d. Applicants are responsible to check the latest news at Library website.

### 7. Required Documents

- a. A copy of the applicant’s staff card.
- b. A completed letter of intention to join ILM. This letter must be signed by the General Manager or the person in charge of the company and stamped with the company chop.



澳門旅遊學院  
INSTITUTO DE FORMAÇÃO TURÍSTICA DE MACAU  
Macao Institute for Tourism Studies

8. This guideline is effective as of 25 August 2022.

In case of any discrepancy between the English and Chinese version, the Chinese version shall prevail.