

ISC15D036

Title: Review of Library rules for 2016-17
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Issue

The Library Rules, which form part of the University regulations, are reviewed every year to take account of any changes in the way Library services and facilities are delivered to users.

Recommendation

Recipients are invited to note the proposed changes to the Library Rules.

Equality and Diversity

Any changes to Library Rules should not disadvantage any Library users as all changes to service provision or policy are subject to Equality Impact Assessments when they are implemented.

Timing of decisions

Approval of any proposed changes to the Library Rules is required at the June meeting of ISSC in order to ensure the revised version can be published as part of the University calendar for 2016-17

Proposed changes for 2016-17

The Library Rules underwent a substantial revision in 2014-15, with further minor changes for 2015-16 to reflect the university's smoking policy and to provide clarity regarding the use of mobile phones within the Library building and where food & drink can be consumed.

The changes proposed for 2016-17 are highlighted in grey below. The changes are minor and are matters of clarification rather than change in policy.

- Section 1.1: Wording changed to ensure consistency with SLAs
- Section 3.8: Additional wording included to ensure we are consistent regarding expectations of external borrowers and UEA staff & students
- Section 3.9: Additional worded added encouraging users to contact the Library Helpdesk with any queries.

Library Rules

These rules are designed to safeguard the common interests of all Library users.

All users are admitted on the understanding that they have read and will observe Library rules. Infringement of these rules could result in suspension or withdrawal of borrowing privileges, formal disciplinary procedures or other penalties as imposed by the Director of Information Services.

1. Membership

1.1 All staff and registered students of UEA are members of the Library. Other groups eligible to borrow from the Library include:

- Students at associate colleges studying on UEA award-bearing courses
- Employees of organisations who are closely associated with the University or whose work is associated with the University, for example Norwich Research Park
- Staff teaching on UEA award-bearing courses at associate colleges

1.2 Others wishing to use the Library for study or research purposes may be granted limited borrowing facilities on written application. They may be required to restrict their use of Library materials and to observe any other regulations which may be imposed by the Director of Information Services.

1.3 Visitors should report to the Library Reception and show a form of photographic ID, e.g. Driving Licence, and proof of address to apply for a day pass.

1.4 Unaccompanied children under the age of 16 will not be admitted to the Library. Any children entering the building must be under the direct supervision of an adult at all times.

1.5 Anyone entitled to borrow and wishing to do so must obtain a UEA campus card or Library card. The card is not transferable and must be produced each time items are borrowed.

1.6 Users must produce a valid UEA campus card or Library card each time they wish to enter the Library. Access without a valid card is at the discretion of the Director of Information Services, or their representative.

1.7 Users must produce their campus card or Library card if requested to do so by a member of Library staff. Cards remain the property of the University and can be retained by staff if necessary. Old cards must be returned to the Helpdesk based in the Library prior to a new card being issued; failure to do so will result in a replacement card charge being levied.

1.8 The loss of a campus or Library card should be reported immediately to the Helpdesk based in the Library.

2. General

2.1 We aim to treat all our users with respect and according to their needs. Similarly, all Library users are expected to treat Library staff and other Library users with respect. Any user displaying rude, aggressive or other inappropriate behaviour may be asked to leave and, if appropriate, referred to the University's Disciplinary Officers.

2.2 The Library welcomes comments and constructive criticism of our services and aims to provide an appropriate and timely response. Full details of our complaints procedure are available at our service points and on our website.

2.3 Smoking, including e-cigarettes, anywhere in the Library building and the adjacent walkways is prohibited.

2.4 In order to ensure we can maintain a clean and tidy work environment and reduce waste, consumption of cold snacks and non-alcoholic drinks is only allowed on Floor 0 and Floor 1 of the Library. Bottled water or drinks in 'lidded cups' may be consumed in other areas

but food is not allowed on any other floor. Please eat all hot food outside of the Library building.

2.5 In the interests of other Library users, study spaces must be left clean and tidy at all times and all litter placed in the appropriate recycling or general waste (landfill) bins provided. The named individual booking any study facility will be held responsible for ensuring this regulation is adhered to.

2.6 The Library is intended to be a silent space for study. Stairwells can be used for short, quiet phone conversations. For lengthy phone conversations or skype calls, users are asked to use spaces outside the library building to avoid disturbing other users or blocking the stairwells. You must not disturb other Library users and should observe the silence rule in designated areas. You may be required to leave if you disturb or cause offence to other Library users.

2.7 All visitors to the Library should make themselves aware of the nearest available fire exits and evacuate the building immediately the fire alarm is activated.

2.8 Use of computer facilities and computer terminals located in the Library is subject to the existing UEA conditions of computer use available on the website at <http://www.uea.ac.uk/is/itregs/cocu-pdf>. Users are reminded that computer facilities are provided primarily for legitimate academic purposes such as learning, research or personal educational development. You may be required to leave if you disturb or cause offence to other Library users.

2.9 In order to ensure fair access to study spaces in the Library, seats may not be reserved for prolonged periods. Library staff may clear away any personal property left on tables or in study rooms in order to make spaces available to other users.

2.10 The Library is a public building. Personal belongings should not be left unattended at any time. If you choose to bring personal possessions into the Library this is at your own risk.

2.11 Animals and pets, with the exception of guide dogs and assistance dogs, are not permitted in the Library building.

3. Borrowing

3.1 No item may be removed from the Library until it has been borrowed. Illicit removal of items from the Library will be treated as a serious disciplinary offence. All items, both Library and private, must be shown on request at the exit.

3.2 Some Library items may not be borrowed and may not be removed from the Library. These include periodicals (journals), theses and reference only items.

3.3 Items must be returned or renewed on or before the due date or a fine will be payable. If items are recalled they must be returned by the new due date. Users are responsible for ensuring they are aware of the due dates of items borrowed, both normal due dates and revised due dates for recalled items. Failure to comply with a recall will incur a fine.

3.4 Library notices will only be sent by email, normally to UEA email addresses (or personal email addresses for external members). Failure to receive notices for whatever reason cannot be accepted as reason for late return. Users are therefore advised to check their Library account regularly.

3.5 Users are responsible for all transactions on their Library account and are advised to ensure they close their Library record at the end of any transactions undertaken on the self-service equipment or computers in the library, or when remotely logging in to their Library

account. Library/campus cards are not transferable and must not be used by anyone other than the registered member. If you believe your card has been used fraudulently you must report it to the Library as soon as possible who will advise you on our procedures and our Alleged Misuse of Card policy.

3.6 Fines are charged for the late return of all Library material. Users are encouraged to speak to Library staff as there are a range of extenuating circumstances when we may be able to reduce or waive the fine charged. Borrowing rights will be suspended when an item becomes overdue or charges accrued reach £10. All fines must be paid within 4 weeks. Where fines remain unpaid for more than 4 weeks or where there are outstanding overdue items an invoice will be raised including a non-refundable handling charge. If an invoiced item is returned the cost of the item will be refunded but fines and the handling charge remain payable.

3.7 Prolonged or wilful failure to return Library material, including items borrowed from other libraries on the user's behalf may result in an invoice being raised for the replacement cost of the material, any outstanding fines and a non-refundable handling charge. It may also be treated as a disciplinary offence and referred to the University's Disciplinary Officers.

3.8 Individuals must return all items and pay any charges before the end of their course or, in the case of staff, before they leave the University or Institute or cease teaching courses franchised or validated by the University. External members must return all items and pay any charges by the expiry date on their campus card.

3.9 Items must be returned via the self-service machines or placed in the designated returns letterbox. Should neither option be available, items must be handed to Library staff at service points. Items remain your responsibility until they appear as returned on the Library system. Users should contact the Library Helpdesk as soon as possible with any problems or queries relating to their Library account or items they have borrowed. Users are liable for the cost of repair of any item damaged or any item lost while the loan remains on their account.

3.10 With the exception of High Demand, video and DVD material, items on loan that are not reserved for another user may be renewed. Library staff will confirm how many times different categories of borrower may renew and details can also be found on the Library website. Postal renewals and e-mail requests cannot be accepted. Renewal limits vary according to the borrower's status.

3.11 Standard loan items borrowed by UEA students and staff over some vacation periods will be issued for an extended period covering the vacation. Vacation borrowing will normally start 5 working days before the end of each teaching period. The loan lengths of DVDs, Videos, 7 day loan and High Demand items do not change during vacations and are not extended.

3.12 Material in the Library's special collections is subject to special regulations regarding its use.

3.13 Audio Visual material is for academic use only, i.e. not for recreational purposes.

4. Borrowing from other sources

4.1 Inter-library loan facilities are available to UEA staff in academic schools and all registered UEA undergraduate and postgraduate students. All undergraduate students, and postgraduate students in some schools, should have their requests signed by an appropriate member of academic staff. Details of which schools require a signature are here: <https://www.uea.ac.uk/is/interlending>

4.2 Inter-library loan material is subject to any conditions imposed by the lending library or by the Director of Information Services and failure to comply with such conditions may lead to the suspension of borrowing privileges.