

Library Rules 2018-19

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 Library Director, or their representative.

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 Library Director, or their representative.

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 Library Director, 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, tidy and pleasant working environment, consumption of cold snacks is only allowed on Floor 0 and Floor 1 of the Library. Food is not allowed on any other floor. Bottled water or drinks in 'lidded cups' may be consumed anywhere in the Library. Alcohol and hot food are not allowed anywhere in the building and library users found with such items will be asked to leave temporarily to consume or dispose of them before re-entering.

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 quiet space for individual and group 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.

2.7 You must not disturb other Library users and should observe the silence rule in designated areas. Whilst talking is permitted in group study areas, loud or exuberant behaviour is not permitted and you may be required to leave if you disturb or cause offence to other Library users.

2.8 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.

2.9 Use of computer facilities and computer terminals located in the Library is subject to the existing UEA conditions of computer use available on the University website. 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.

2.10 Users are encouraged to take breaks from their study. However, in order to ensure fair access to study spaces and facilities in the Library, seats and computers may not be reserved for prolonged periods. Users are requested to fill in and display a 'Take a Break' leaflet on their study space, available from Reception, to reflect the fact that they are taking a short break from their work. If a study space is left unattended for longer than 30 minutes, a pair of library staff may box up, and leave to one side of the study space, any personal property left in the vicinity which may be blocking another user from utilising the space. In addition library staff may log off any computers left unattended for longer than 30 minutes, so that other library users can make use of the space.

2.11 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.

2.12 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 belonging to the Library may be removed from the Library until it has been borrowed. Illicit removal of library items will be considered a potential disciplinary offence under the Regulations for Students and referred for investigation accordingly. If the alarm sounds, or library staff have reasonable grounds for suspecting an item is being removed illicitly, individuals will be asked to declare the items before leaving the building. In the event of non-compliance with a reasonable request, UEA Security will be called to assist in resolving the issue.

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. All items are subject to recall from all library users, with the exception of DVD material, High Demand collection items and 7-day loan items. 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 which is charged at a higher rate.

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 is 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 £5. 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 are liable for the cost of repair of any item damaged or any item lost while the loan remains on their account.

3.10 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 as there is a range of extenuating circumstances when we may be able to help resolve the problem or reduce or waive any fines incurred.

3.11 Items on loan that are not reserved for another user may be renewed. There is no limit to the number of renewals. Items can be renewed online or by phone. Postal renewals and e-mail requests cannot be accepted.

3.12 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.

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

3.14 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 Library Director, or their representative and failure to comply with such conditions may lead to the suspension of borrowing privileges.