

**Title:** Review of Library rules for 2012-13  
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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. This year we have also developed a Library Charter explaining briefly what users can expect from the Library and what we expect in return. This is regarded as best practice as the key points are then presented in a clearer and less authoritarian tone and therefore more likely to be taken on board. This document will be available at service points, in leaflet form and on our web pages.

### **Recommendation**

Recipients are invited:

- To endorse the proposed changes to the Library Rules for approval by ISSC
- To endorse the proposed Library Charter for approval by ISSC

### **Equality and Diversity**

The recommended changes 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**

A final decision on the proposed changes to the Library Rules is required at the May meeting of LLRF in order to ensure the revised version can be published as part of the University calendar for 2012-13.

# Library Charter

**The Library aims to provide a study environment, resources and services that significantly enhance scholarly activity and independent learning and research.**

Our primary aim is to support students and staff of the University in all areas of their study and research. We are also able to provide access to many of our services for individual researchers, and members of the local community where appropriate.

## **What you can expect from us:**

- A range of services and collections relevant to your education and research.
- Access to a range of online support and resources, including the ability to manage your own Library account online.
- A welcoming and purposeful working environment conducive to different types of study and research.
- Helpful, knowledgeable and approachable staff who will provide assistance in using the Library and its resources.
- Consideration of your comments and suggestions to help us improve your Library.

## **To help us achieve this, we ask you to:**

- Treat all Library materials and facilities with care and follow the Library Rules.
- Carry your University campus card with you at all times to access the Library and its resources.
- Be considerate of the needs of others and help maintain an environment conducive to study.
- Be polite and courteous to all other Library users and staff.

The formal Library Rules, which form part of the University Regulations, governing your use of the Library are also available at <http://www.uea.ac.uk/is/strategies/libraryrules>.

# Library Rules

## 1 Admission

(1) The Library building is open to all members of the University, to all persons who have been granted research facilities within the University and to all staff in established posts in the University. It is also open to employees of organisations who are closely associated with the University, or whose work is associated with the University and to associate staff teaching on UEA award-bearing courses at designated institutions

(2) Other persons seeking to use the Library for the purposes of study and research are admitted at the discretion of the Director of Information Services. Visitors are requested to report to Reception and show a form of photographic identification e.g. driving licence, and proof of address and will be issued with a day pass.

(3) Users are admitted on the understanding that they have read and will observe Library Rules and such regulations as may be imposed by the Director of Information Services. Infringements of the rules shall render readers liable to fines or other penalties, including the suspension of borrowing privileges, which may be imposed by the Director of Information Services, or, if appropriate, the Disciplinary Officers of the University.

(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.

## 2 Borrowing

(5) The following are eligible to borrow from the University Library:

- (a) registered students of the University.
- (b) joint students at associate colleges studying on UEA award-bearing courses.
- (c) members of staff, including visiting academic staff, and other persons who have been granted research facilities in the University.
- (e) Employees of organisations who are closely associated with the University or whose work is

associated with the University, for example Norwich Research Park, (f) associate staff teaching on UEA award-bearing courses at institutions in the region.

(6) Other persons seeking to use the Library for the purposes of study and research may be granted limited borrowing facilities upon 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.

(7) Every person entitled to borrow and wishing to do so must obtain a campus card. The campus card is not transferable and must be produced each time items are borrowed. The loss of a campus card should be reported immediately to the Helpdesk based in the Library. You must produce your campus card if requested to do so by a member of Library staff. Campus cards remain the property of the University and as such can be retained by Library staff if necessary. Old campus cards must be returned to the Library prior to new cards being issued; failure to do so may result in a replacement card charge being levied.

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

(9) The Director of Information Services may require that certain works be used only within the Library, may restrict access to certain materials, or may place certain works in the High Demand Collection either temporarily or permanently. Periodicals (journals) may not normally be borrowed. The loan periods and borrowing limits shall be as laid down by the Information Strategy and Services Committee.

(10) Items must be returned or renewed on or before the due date. If items are recalled by the Library, they must be returned by the new due date. Borrowers are responsible for ensuring that they are aware of due dates of items they have borrowed; both normal due dates and revised due dates for recalled materials. , Recall and other Library notices will only be sent by e-mail, normally to standard UEA E-mail addresses. Failure to comply with the recall will lead to the imposition of a fine (the rate to be laid down from time to time by the Information Strategy and Services Committee) and may also lead to the suspension of all

borrowing privileges. Failure to receive notices for whatever reason cannot be accepted as a reason for late return. Borrowers are therefore advised to check their Library Account regularly, which can be done through the Library catalogue (accessible through the web) or by contacting the Library Helpdesk.

(11) Library users are responsible for all transactions undertaken on their Library account and are advised to ensure that they close their Library Account record at the end of any transactions undertaken on the self-service equipment or computers in the Library or when remotely logging into their Library Account . If you believe your card has been used fraudulently you must report it to the Library as soon as possible. The Library advise you on our procedures and our Alleged Misuse of Card Policy.

(12) . The Library will normally only send notices by e-mail. Borrowers are responsible for ensuring that the contact details in their Library Account, as shown in the Library Catalogue or other means, are correct, and for notifying the Helpdesk if any element is incorrect.

(13) Fines shall be charged for the late return of all Library material including keys for study facilities. The rates shall be as laid down from time to time by the Information Strategy and Services Committee. Fines must be paid promptly. Where fines remain unpaid for more than four weeks, or where fines accumulate beyond the level laid down by the Information Strategy and Services Committee, borrowing privileges may be suspended until payment is made.

Prolonged or wilful failure to return Library material, including material borrowed from other libraries on the borrower's behalf, will result in an invoice being sent to the borrower for the cost of replacement and for fines due; invoices will also carry a handling charge. Such failure may also result in a suspension of borrowing privileges.

(14) Borrowers must return all items borrowed by them and pay any outstanding fines or charges before the end of their course or in the case of staff leave the University or Institute, or cease teaching on courses franchised or validated by the University. External borrowers must return all items by the expiry date of their campus card.

(15) Items must be returned via the self-return machines or placed in the designated returns letterbox . Should

neither of these options be available, items must be handed to Library staff at service points. The member who is recorded as the borrower will be held responsible for the return of the item to the Library and will be liable for the cost of the repair or replacement of any item damaged or lost while the loan record remains on the file.

(16) With the exception of High Demand, video and DVD material, items on loan that are not reserved for another member may be renewed by using the self-issue machines, by telephone, in person or via the library catalogue which is available on the internet. Library staff will confirm how many times different categories of borrower may renew. Postal renewals and e-mail requests cannot be accepted. The renewal limits may vary according to the borrower's status.

(17) Items on loan may be reserved. Except in the case of High Demand material, the user will be notified when the item is available.

(18) Undergraduate, certificate, diploma and taught postgraduate students may borrow standard loan items over the Christmas and Easter breaks and the Summer vacation. Such loan periods will normally commence five working days before the end of each teaching period: all material so issued will normally be due for return on the third working day of the following teaching period. The exceptions are:

(a) material marked "Reference only".

(b) material marked "Seven-day loan".

(19) Material forming part of the Library's special collections is subject to special regulations regarding its use.

(20) Material in the Audio Visual Collection is available for academic use only.

### **3 Borrowing from other sources** including other libraries and document supply organisations

(21) Inter-library loan facilities are available to registered borrowers covered by rule (5)(a), (c) and (d). Undergraduate students and postgraduate students in designated Faculties must have the loan application forms signed by an appropriate member of academic staff.

(22) Inter-library loan material is subject to any conditions imposed by the lending library/organisation or by the Director of Information Services. Failure to comply with

such conditions may lead to the suspension of all borrowing privileges.

(23) No charge shall normally be made for items borrowed from other libraries/organisations, but, if the cost of the loan exceeds a sum laid down from time to time by the Director of Information Services, the borrower may be asked to pay the excess.

#### **4 General**

(24) All Library users are expected to treat Library staff and other users with respect. Similarly, we aim to treat all our users with respect and according to their needs. Any user displaying rude, aggressive or other inappropriate behaviour may be asked to leave the building and, if appropriate, referred to the Disciplinary Officers of the University.

(25) 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 all of our service points and on our website.

(26) Smoking anywhere in the Library building, and the adjacent walkways, is prohibited.

(27) Consumption of cold snacks and drink is only allowed on Floor 0 of the Library, excluding the IT Suite and the High Demand area. In all other areas only bottled water may be consumed. No food or drink, other than bottled water, should be taken into areas other than the designated areas on Floor 0.

(28) The Library reserves the right to inspect what is brought into the Library by users and what is taken out of the Library, including any inappropriate food and drink. Any user removing unissued Library material may be referred to the university's disciplinary officer.

(29) All users must take good care of Library materials (including fitting, fabric and fixtures) and must not mark, deface or damage them. Any users causing damage to Library materials will be referred to the university's disciplinary officer.

(30) Items lost or damaged whilst on loan should be reported to the Library Helpdesk immediately.

(31) With the exception of designated group study zones, the Library is intended to be a place for silent study. You

may be required to leave if you disturb others. 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.

(32) Audible noise resulting from the use of personal stereos, radios, headphones with microphones, mobile phones or other devices is prohibited on the main floors and in all study areas within the Library. (Audible noise is taken to mean “noise or nuisance created by the clearly audible sounds including verbal response to calls”.) Mobile phones should be turned off or in silent mode. The designated Phone Zones are the only areas where it is permitted for quiet telephone conversations to be made. Mobile ‘loudspeaker’ functionality on phones and laptops may not be used without earphones.

(33) Use of computer facilities and computer terminals located in the Library is subject to the existing [UEA conditions of computer use](http://uea.ac.uk/is/itregs/usepols) available on the website at [uea.ac.uk/is/itregs/usepols](http://uea.ac.uk/is/itregs/usepols). Users are reminded that computer facilities are provided primarily for legitimate academic purposes such as learning, research or personal educational development.

(34) 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.

(35) If you bring personal possessions into the Library this is at your own risk. Personal belongings should not be left unattended at any time.

(36) All members of the Library staff are empowered to enforce discipline in the Library. Where appropriate, disciplinary matters will be referred to the Disciplinary Officers of the university.

(37) The Rules of the Library shall also apply to the Nursing and Midwifery Library at Kings Lynn.

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

(39) Notices and posters must not be displayed in or around the Library without prior permission from the Library Helpdesk.

### **5 Hours of Opening**

(40) The hours of opening shall be as laid down by the Information Services and Strategy Committee.

(41) Users must leave the Library before closing time. A warning bell is rung ten minutes in advance of closing and users may be asked to vacate their seats at any time after the second bell. There will be no admission to the Library after the second bell.

(42) Users may be asked to vacate the 24 hour IT area in the Library building 15 minutes before the closure of the building to enable Library staff to complete security checks. Users wishing to use the 24 hour IT area when the Library building is closed must swipe into the main entrance to the building and the entrance gates using their campus card.