



## **Rules for the use of the Library**

*Effective June 2016 - August 2017*

# **STUDENT REGULATIONS AND POLICIES**

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# Rules for Use of the Library

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Information Management Guide [Appendix B]

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## Introduction

The Library is at the centre of teaching, learning and research at the University. The rules outlined below have been produced in consultation with the Students' Union to ensure that the Library fulfils its requirement to provide resources, services and support in a safe and secure environment that actively supports academic study. The Library and security staff are asked to ensure that these rules are followed by all Users of the library service.

All students and staff of the University are entitled to register as members of the Library and to use the facilities of the Library for the purpose of their course of study or University employment. The Library is managed by Learning and Information Services (LIS) within the University. Membership may also be extended to other individuals and to persons nominated from other organisations for which a fee may be charged. Access to the Library for study purposes may be made available to non-members by arrangement; visitors who do not belong to organisations with reciprocal arrangements with the Library are expected to show 2 forms of ID at the Library entrance or contact the Library to make such arrangements in advance of their visit. Details are available on LIS web pages for [Visitors and External Users](#).

Use of Library and Library facilities implies acceptance of the Library Rules. These are designed to protect the interests of all Users of the Library, to ensure that the University operates within the law and can carry out its functions efficiently and effectively. The Library Rules apply to all Library sites notwithstanding some local variations in practice. Admission to the Library is conditional upon observation of the Rules and the staff in LIS are empowered to enforce them.

Breaches of the Rules may be dealt with by specific disciplinary action as set out below, including the imposition of fines and the withdrawal of some or all Library facilities. In all such cases, individuals may appeal to the Director of Learning and Information Services (LIS) or their nominee. Where appropriate, depending on the seriousness of the breach(es), the University's Regulations for the Conduct of Students may be invoked, or in the case of staff, the appropriate University procedures as set out in the Staff Handbook will apply.

### **Interpretation**

- "Library" means the University's Libraries.
- "IT Rules" means the Rules for the use of the University's IT Facilities.
- "Library material" means the University's books and journals, both physical and electronic, CDs, DVDs and other learning resources.
- "Registration Procedures" means compliance with the procedure which can be found here: <http://www.uclan.ac.uk/students/study/library/index.php>
- "the University" means the University of Central Lancashire (UCLan).
- "User or Users" means any person, firm, company or organisation permitted to use the Library Facilities.
- "UCLan Card" means the University card issued by LIS which provides access to the Library and LIS services.
- "Student" means a student at UCLan who is registered as a member of the Library.

### **Access**

- The use of Library facilities is normally limited to Members of the University (including but not limited to staff, Students, researchers) of the University for educational purposes and the business of the University. Members of the University seeking admission to the Preston Campus Library building are required to use their valid UCLan card or to use the self-service temporary Library pass at the Library reception desk.
- Non-Members who wish to gain access to the Library must do so by following the instructions on the LIS website for [Library Visitors and External Membership](#).
- All individuals wishing to become Members, or to gain access as non-Members of the Library must comply with the Registration Procedures, any failure to comply with the Registration Procedures will result in refusal of Membership and/or access. These include an undertaking to abide by the Library Rules.
- Individuals or organisations who are not automatically eligible for Membership but who have good reason to use the Library may be admitted, by arrangement, for purposes of study only. See LIS web pages for [Visitors and External Users](#) (<http://www.uclan.ac.uk/students/study/library/visitors.php>) or contact [LIS Customer Support](#) desk on 01772 895355 or email [LISCustomerSupport@uclan.ac.uk](mailto:LISCustomerSupport@uclan.ac.uk) for further information. Non-Members must produce supporting evidence of eligibility and/or 2 suitable forms of identification. N.B. Study use does not include access to the University's IT network and related services, however students from other universities can use the EDUROAM wireless network to connect to their host institution.

- The UCLan card or temporary Library pass issued by the University is not transferable from one person to another. Un-authorized use of UCLan cards and Library visitor passes are deemed to be the responsibility of the User and lost or stolen UCLan cards must be reported immediately to LIS staff. A charge is levied for replacement cards. Users of the Library are reminded that they must be willing to show their UCLan cards, temporary Library pass or other identification when requested to do so by University staff whilst in the Library.
- Any Member who allows another person to use their UCLAN card or temporary library pass inappropriately may be subject to disciplinary action as set out below.
- Any Library Visitor or External Member who allows another person to use their UCLAN card or temporary library pass inappropriately may have any permission to use the Library withdrawn.
- Children (under 18) of staff and Students of the University can only have access to the Library building for a maximum of 15 minutes to enable Students to issue or return books; obtain printouts or seek help and advice from the <i>. Children must be accompanied by their parent/guardian. The parent/guardian will be responsible for their child's safety and behaviour. If the behaviour disrupts others studying in the Library they will be asked to leave the building.

## Use of Facilities

- The University is not responsible for loss of, or damage to, the personal belongings of its Users and visitors. Users must take reasonable precautions against theft of their belongings, and must not leave belongings unattended even for a very short period. Study tables/PCs may not be reserved by depositing clothing or private property on the adjacent seat. Articles left unattended may be removed by Library staff but will be returned on request at the Reception Desk.
- All Users are required to conduct themselves **quietly** throughout the Library and conversation between Users must be kept to a reasonable level. The Library has been zoned into group study, quiet study and silent study zones. For the benefit of all of the Library Users you are expected to follow the rules associated with each zone, for example, no conversation is permitted in those parts of the Library designated as "Silent Study" areas.
- Action will be taken against anyone who makes excessive noise in the Library and/or who disturbs other Library Users.
- In order to ensure the Library maintains a suitable environment for academic study, Users are encouraged to report any noise related issues to the LIS security staff either in person or via text using the publicised service. Note anyone found abusing the text service or falsely reporting noise related issues will be deemed to have breached the rules and will be subject to the disciplinary process as set out below.
- **No use of mobile phones or technology (including laptops, tablets etc.) is permitted in "Silent" areas of the Library.** Audible use of mobile phone ring tones is not permitted anywhere in the Library. Mobile phones should be switched off or switched to silent mode on entering the Library. For clarification, Silent areas are intended to facilitate quiet reading and working only.
- Group Study rooms are bookable by University staff and Students. If they are not used by the person booking the room within 15 minutes of their time slot they will revert to an open access room until the next booking.
- Save as for laptops, tablets and mobile phone chargers, Users should not make use of mains electrical supplies to power their own equipment, including external storage devices, unless the equipment has been tested and confirmed as meeting the required Health & Safety standards. Written evidence of such compliance will be required.
- Eating and drinking is only permitted in the designated areas of the Library. Exceptions may be made, at the discretion of Library staff, for official or special events, where refreshments are to be provided by the University's Catering Services. No hot food is to be brought into the Library.
- Action will be taken against any person misusing furniture, facilities or materials. Any such person may be required to pay for the making good of damage or loss and will be subject to appropriate disciplinary action as set out below.

- Direct use of photocopying and scanning facilities, and disseminating and receiving photocopies of copyright material, is subject to copyright law and to the terms of the relevant licence (see Copyright Code of Practice). Any User who is found to be acting in breach of copyright laws will be subject to disciplinary action as set out below.
- The LIS staff must be treated with respect at all times. Foul, abusive or aggressive language/gestures towards staff will not be tolerated and will lead to immediate disciplinary action as set out below.

## Loans

- Users must inform the University immediately of any change of address.
- Users may borrow up to the maximum number of items allowed for their category of membership.
- The period of loan, if any, for each item is determined by the Director of LIS.
- All items must be returned on or before the date or time due.
- Items may normally be renewed, subject to no other User requiring them, to the maximum number of renewals. If an item has been reserved by another User, the items must be returned to the Library and cannot be renewed. Outstanding charges may also prevent renewals. Further details on loans and fines can be found on the LIS Library web pages at [Fines and how to avoid them](#)
- Charges are payable for the late renewal, late return or non-return of all items. Items not returned within 40 days will be deemed to have been lost by the User and the User's borrowing rights may be withdrawn until the matter has been resolved to the satisfaction of the Library. If an item(s) is still not returned, a replacement fee, together with any outstanding charges, will be levied and applied to the User's account. Should the item(s) subsequently be returned (in good condition), the replacement costs will be deducted from the amount payable but the late return charges will remain. If a User has already paid the replacement cost prior to the item being returned (in good condition), a reimbursement of the replacement fee paid will be made to the User.
- For items reported lost or damaged, a replacement fee, together with any outstanding charges for late return, will be levied and applied to the User's account (graduating students will be invoiced). Where a replacement copy is no longer available for purchase, a fee based on the cost of the item will be levied.
- Users who have outstanding overdue items will not be permitted any further loans until the overdue items have been returned and fines paid.
- Fines may be waived where charges have been incurred due to circumstances beyond a User's control and where satisfactory evidence is provided. Satisfactory evidence can be an email from a course tutor, line manager (this must be from a UCLan email address), a letter/note on headed UCLan paper from course tutor/line manager or a doctor's/hospital note. The content of the evidence must include dates of any unexpected absence from UCLan. Relevant LIS staff will only waive fines on the production of satisfactory evidence. If it is not possible to return a book before its return date please contact [LIS Customer Support](#) desk on 01772 895355 or email [LISCustomerSupport@uclan.ac.uk](mailto:LISCustomerSupport@uclan.ac.uk) stating clearly why the resource cannot be returned.
- Users will be held responsible for all items issued on their card until those items are returned and discharged from the User's record. The Library does not guarantee to issue reminders to Users with overdue loans or unpaid charges. The person named on each UCLan card is responsible for all items borrowed on it and is liable for the cost of items borrowed on it in the event of loss or damage.
- Users may be required to satisfy Library staff that any items being removed from the Library have been properly issued, and to reveal the contents of any bag or other container, or of pockets, if the exit-gate alarm is set off, or if there are other reasonable grounds for suspicion.
- If a User attempts to remove unissued Library materials without the authorisation of Library staff this will be deemed theft and will be referred to the Head of School to take appropriate disciplinary action under the applicable University procedure. The matter may also be reported to the police.

- Where damage to an item has been inflicted, e.g. by removal of pages from a book or journal, the User will be invoiced for the repair or full replacement value of the item or items in question at the discretion of the Director of LIS. Students may be referred to the Head of School for damaging University property. Users who are staff of the University damaging or attempting to damage material or to deliberately remove material from the Library without authorisation will be dealt with under the appropriate University HR procedures.
- Users who are non-members of the University attempting to damage material or remove material without authorisation will normally be reported to the police, subject to the discretion of the Director of LIS, and may be excluded from the University Library on a permanent basis.
- Use of electronic resources is subject to national and international licensing laws. Only eligible Users with UCLan cards can access these resources from outside the Library. Users must follow the instructions associated with each resource regarding the downloading of material.

### **Breach of the Rules by non-Student Users (including University staff and Alumni)**

In the event of any breach of these Rules by non-Student Users, the University may apply one or more of the following sanctions:

- A fine in respect of late return, late renewal or non-return of Library books as set out in the 'Loans' section above;
- Withdrawal of the User's right to use the Library facilities which may include access to the Library's IT facilities for up to 14 days;
- Revocation of the User's right to use the Library facilities indefinitely with immediate effect. In these circumstances any fees paid will not be returned.
- If the breach of the Rules takes the form of, or is accompanied by, noisy, disruptive or violent behaviour, the User may be obliged to surrender his/her UCLan card and be escorted from Library premises. Where the User is a member of staff the matter will be referred to be dealt with under the appropriate University HR procedures.

Users should note that breaches of the provisions set out in these Rules may also lead to criminal or civil prosecution.

In the case of a breach of the Rules by a member of University staff his/her Dean of School/Director of Service will be informed. Further action may be taken in accordance with University procedures set out in the Staff Handbook.

### **Breach of the Rules by Students**

#### **1. Initial Action**

Library staff will normally seek to resolve breaches of the Library Rules in an informal manner. Where the breach is minor in nature, the Student will initially be given a verbal warning. If the Student continues to breach the Rules notwithstanding the warning and/or the severity of the breach so justifies, the University reserves the right to apply one or more of the following sanctions:-

- Withdrawal of the User's right to use the Library facilities (excluding online resources) which may include access to the Library's IT facilities for a period up to 24 hours. This may take effect immediately;

- A requirement to pay for the making good of any damage or loss to Library furniture, facilities or materials.

If the breach of the Rules takes the form of or is accompanied by noisy, disruptive, or violent behaviour, the Student may be obliged to surrender his/her UCLan card and be escorted from Library premises. In such a case the matter may be referred to the Head of School for action under the Regulations for the Conduct of Students.

Students should note that breaches of the provisions set out in these Rules may also lead to criminal or civil prosecution.

For the avoidance of doubt, where a breach of the Library Rules results in the Student's access to the Library being withdrawn, the Student will still be able to borrow and return Library resources by using the distance based learning services so their academic learning is not compromised.

The University reserves the right to withdraw a Student's right to access the Library and to suspend their borrower rights temporarily in the event that tuition fees are outstanding, in accordance with the Tuition Fees Policy.

When a Student is denied access to the University's Library Facilities and their borrower rights are withheld for disciplinary reasons in accordance with stages 1 to 3 below, their Dean of School will be informed.

## **2. Further Action**

Below is the standard procedure that will be followed once it has become clear to the Library staff that verbal warning(s) has been ineffective.

**The University reserves the right to refer straight to a particular stage in the procedure before a verbal warning has been given and/or without reference to the prior stages where this is reasonable and proportionate in light of the severity of the breach concerned.**

### **1<sup>st</sup> Stage**

The Student will be banned from the Library building for up to 7 days and required to sign an 'Undertaking of Good Conduct'.

The Student will also have his/her name recorded within the Library incident report log for a period of one year from the date of the offence.

### **2<sup>nd</sup> Stage**

The Student will be banned from the Library for up to 14 days. The Student may also be called to meet with a senior member of the LIS staff. A friend or SU representative may accompany the Student to this meeting, and a member of academic staff may be present, if appropriate. Members of the LIS staff, or others, may be asked to attend such meetings as witnesses. Failure to attend such a meeting, or to respond to a request to attend, without good reason, within 7 days of receiving notification of the meeting, may result in additional disciplinary action.

The Student will also have his/her name recorded within the Library incident report log for a period of one year from the date of the offence.

### **3<sup>rd</sup> stage**

Particularly serious cases, or repeated breaches of the Rules, will be referred to the Head of School and/or the student's Dean of School to be dealt with in accordance with the University's Regulations for the Conduct of Students, in which case Library facilities and access to the Library's IT Facilities may be withdrawn until the completion of the formal disciplinary procedures. If appropriate, the student will be banned from the Library for the remainder of the semester or academic year. Alternative 24/7 study locations will be identified within the campus.

Any breach of the Library Rules resulting in formal disciplinary action under the Regulations for the Conduct of Students will be noted on the Student's record on the Library management Systems Capita and on the LIS Incident Report log for a period of one year from the date of the offence.

### **3. Right of response and appeal**

Save for where Users rights have been revoked with immediate affect, and/or the User has been escorted from the Library facilities as set out above, no sanction will be imposed until the User has been notified in writing of the alleged breach(es) of the Library Rules and of the sanction that is being imposed.

If the Student wishes to appeal a sanction that has been imposed as a result of breaching Library Rules the Student can request a meeting with a senior member of LIS staff. A friend or SU representative may accompany the Student to this meeting, and a member of academic staff may be present, if appropriate.

If this meeting does not resolve the situation the Student may appeal against a decision imposing one or more of the above sanctions. Any such appeal must be made in writing within 5 working days of receiving the written notification of the decision and sanction(s) and must be accompanied by relevant evidence to support the appeal. The appeal will be considered by the Director of LIS or their nominee, who may seek clarification or ask questions of any member of staff and/or the User where appropriate.

The decision of the Director of LIS or their nominee shall be final.

### **Responsibility for Review**

The Director of LIS or their nominee is responsible for the maintenance and regular review of these Rules.