



Technical Services Loans Policy

Effective August 2015 - Present

**STUDENT REGULATIONS
AND POLICIES**

uclan.ac.uk/studentcontract

Technical Services Loans Policy

Technical Resources/Equipment

All students and staff of the University are entitled to use the facilities for the purpose of their course of study or University employment. The Loan system* is managed by LIS Technical Services within the University. Corporate cards must be presented prior to loaning items.

(* Located in: Greenbank Building - GR68, Media Stores - Media Factory ME022, West Hub – C&T Building CM108)

Membership may also be extended to other individuals and to persons nominated from other organisations by agreement with the Head of LIS Technical Services or his nominated representative: a fee may be levied for the loan.

Use of the technical facilities and equipment implies acceptance of the Technical Services Rules below. These are designed to protect the interests of all customers and to ensure that the Service can carry out its functions efficiently and effectively. The Rules apply to all sites notwithstanding some local variations in practices. Use of the facilities and equipment is conditional upon observation of the Rules and the staff in LIS are empowered to enforce them.

Loans Policy

1. Customers must inform the University immediately of any change of address or phone number.
2. Customers may only loan items they have been inducted on the use of.
3. Any outstanding charges may prevent loans.
4. The period of loan, for each item is determined by the Head of LIS Technical Services or his nominated representative.
5. All items must be returned on or before the date or time due.
6. Final year students must return all loaned equipment's by the 1st July.
7. MSc students must return all loaned equipment's by the 1st October.
8. Resit students and any other students with extenuating circumstances should contact the relevant stores to discuss extensions of their loan.
9. Items may normally be renewed, subject to no other Customers requiring them, to the maximum period allowed for subject area. Outstanding charges may prevent renewals.
10. Charges are payable for the late renewal, late return or non-return of all items.
11. Items not returned will be deemed to have been lost by the Customer and the Customer's loaning rights may be withdrawn until the matter has been resolved to the satisfaction of the Head of LIS Technical Services. If an item is still not returned an invoice for the replacement cost of the item, together with any outstanding charges, will be levied
12. Should the item(s) subsequently be returned the replacement costs will be deducted from the amount payable but the other charges will remain.

13. For items reported lost or damaged where the cause is deemed wilful or due to neglect, an invoice will be levied for the cost of replacement/repair and any outstanding charges,.
14. Where a replacement item is no longer available for purchase, a standard fee (based on the replacement value if a replacement was available) will be levied.
15. Customers who have overdue items outstanding will not be permitted any further loans until the overdue items have been returned.
16. In exceptional circumstances loan items may be recalled prior to the return date. For example: an item may be recalled by the manufacturer due to safety concerns.
17. Customers will be held responsible for all items issued on their UCLan card until those items are returned and discharged from the user's record.
18. Technical Services does not guarantee to issue reminders to customers with unpaid charges. If charges are not paid within a specified period, an invoice will be raised.

Extending a Loan

If the item is not already pre booked, a loan of items can be extended in two ways;

1. Prior to making the initial booking with Academic approval (this must be from an Academic member of staff and not from a Demonstrator).
2. No later than 4 hours before the item is due to be returned contact the Customer Support Team (5355) either by telephone or email to request an extension.

Note:

1. 1 day loans cannot be extended.
2. There is a maximum of 1 extension period per customer loan.
3. All items have pre-determined periods of loan depending on the area of speciality

Items Reported Stolen

Off Campus Loss

The customer who has borrowed the item must report the incident to the police as soon as possible and obtain a crime number from the local Police.

In All Cases

The customer must contact the Customer Support Team (on extension 5355) either by telephone or email and explain the circumstances.

Report the incident to Technical Services staff (on extension 5355) and complete 'damaged/lost/stolen' form. This is then sent to Course Leaders and Head of LIS Technical Services to consider if any disciplinary action is appropriate.

Breach of the Rules

In the event of any breach of these Rules the University may take one or more of the following sanctions:

1. The imposition of fines and/or;
2. The withdrawal of the Customer's right to use the University's facilities or equipment which may include access to IT/AV facilities – this will only be considered in relation to very serious or repeated breaches.
3. Appropriate disciplinary action. In the case of students of this University, the University's Regulations for the Conduct of Students may be invoked. In the case of an apparent breach of the Rules by a member of University staff his/her Head of School/Service will be informed. Further action may be taken in accordance with University procedures set out in the Staff Handbook.

In the case of the imposition of fines or the withdrawal of user rights, individuals may appeal to the LIS Technical Services or their nominee. Any such appeal must be made in writing within 5 working days of the imposition of the sanction and must be accompanied by relevant evidence to support the appeal. The Head of LIS Technical Services or their nominee, may seek clarification or ask questions of any member of staff and/or the User where appropriate.

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

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

Fines

In order to avoid fines please renew or return items on time.

| Loan Type | Up to 1 hour | Day 1 | Day 2 -7 |
|-----------|--------------|---------------------------------|---------------------------------|
| Equipment | £5 | £5 per hour to a maximum of £20 | £5 per day after first 24 hours |
| Key | £5 | £5 per hour to a maximum of £20 | £5 per day after first 24 hours |

Please note: Unauthorised use of keys will result in an immediate £5 fine.

How to Pay Fines

1. At the Ground Floor Service point '**The <i>**' in the Library.
2. At any of the Issue Machines in the Library (using coins).
3. If over £5, then via the payment hotline 01772 892485.

Please note: this number is **only** for payment of fines and charges for replacement items when the Ground Floor Service point is open. Staff **will not be** able to discuss reasons for fines/charges etc – to discuss the fine please contact the Principal Technician for IT,AV on extension 3574.