

# Library Rules

## 1 Admission

(1) The Library 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 senior staff of the Institutes affiliated to 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. No day passes will be issued after 7pm.

(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 15 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 academic staff, including visiting academic staff, and other persons who have been granted research facilities in the University.
- (d) members of staff in established posts in the University.
- (e) senior staff of the Institutes affiliated to the University.

- (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 register with the Library and 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 the 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 and the due date receipt produced. 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 or may place certain works on Short Loan 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. Depending on borrower status, recall and other notices will be sent to standard UEA E-mail addresses or by post to user pigeon holes in Faculties or postal 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

(12) Borrowers who wish to receive Library notices at a different address to the standard UEA e-mail address must contact the Helpdesk during office hours with their reasons, and the Library may agree if the reasons are deemed valid. Normally library users will be advised to make use of the e-mail forwarding facilities available on the UEA e-mail system. 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 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 they finally 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 a designated returns box. 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 Short Loan, 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 Short Loan 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 is prohibited.

(27) Consumption of food and drink is only allowed in the designated zone of the Library. In all other areas only bottled water may be consumed.

(28) All items, folders etc must be shown on request to the Reception staff for inspection on leaving the Library. **Illicit removal of Library material is a serious disciplinary offence.**

(29) All users must take good care of Library materials (including fitting, fabric and fixtures) and must not mark, deface or damage them. **Causing damage to Library materials is a serious disciplinary offence.**

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

(31) With the exception of designated group study zones, a quiet working environment must be maintained in all stack and reading areas of the Library and users must avoid any behaviour disturbing to others. Absolute silence must be observed in the designated silent zones. Litter must be placed in the appropriate recycling or general waste (landfill) bins provided.

(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.

(33) Use of computer facilities and computer terminals located in the Library is subject to the existing UEA conditions of computer use. 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 in order to make seats available to other users.

(35) Personal property may not be left in the Library overnight. Library staff are not permitted to store or hold personal possessions for users.

(36) All members of the Library staff are empowered to enforce discipline in the Library. The Library reserves the right to impose a fine of £5 for failure to comply with these rules.

(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 Reception Services.

### **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..