

Rules for the Use of the Library

Effective September 2023 - To present

Student Regulations and Policies

<https://www.uclan.ac.uk/legal/student-policies>

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| Purpose of Policy | This policy provides the rules that students must comply with when using the library. Breaches of the rules may result in the student being unable to use the library and its IT facilities and/or formal disciplinary action being taken pursuant to the Regulations for the Conduct of Students. The policy also confirms the rules for loaning items from the library. Fines are imposed for late returns. Please note that there must be no use of mobile phones or technology in the 'silent areas' of the library which are intended for quiet reading and working only. |
| Internal services involved | Learning and Information Services |
| Related UCLan regulations, policies and procedures | IT Security Policy Network Lite Fair Usage & Security Policy Rules for the use of It Facilities Technical Services Loans Policy Wireless Network Fair Usage and Security Policy |
| Enquiries to | liscustomerservices@uclan.ac.uk |
| Senior Managers responsible | Head of Library and Customer Services |
| VCG Lead | Deputy Chief Executive |

| Version | Approved | Effective from | Revisions made | Next Review |
|----------------|-----------------|-----------------------|---|--------------------|
| 1 | May 2023 | September 2023 | | May 2024 |
| 2 | May 2024 | September 2024 | Section 4 - Use of Facilities. Removal of exceptions for areas not permitted for food or drink consumption. Hot food now allowed in the Library but only in the designated café area. Users are expected to | May 2025 |

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| | | | <p>use the bins provided to clear up any litter in all areas of the Library.</p> <p>Changes made from Head of School to Dean of School</p> | |
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1 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. Admission to the Library is conditional upon observation of the Rules and staff in LIS are empowered to enforce them.

Use of the Library and its facilities implies acceptance of the Library Rules. They are specific to the Library and apply to all Library sites, notwithstanding some local variations in practice.

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 Head of the Library & Customer Services or their nominee. Where appropriate, and 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.

2 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 print and online, e-resources, CDs, DVDs and other learning resources.
- "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.

3 Access

- The Library is managed by Learning and Information Services (LIS). All students and staff of the University are entitled to register as members of the Library and to use the facilities for the purpose of their course of study or University employment.
- Members of the University seeking admission to the Preston and Burnley Campus Libraries are required to use their valid UCLan card or, at Preston, to use the self-service temporary Library pass machine at the Library Reception desk.
- Membership may also be extended to other individuals and to persons nominated from other organisations. Details are available on LIS web pages for [Visitors and Externals](#).

- The UCLan card or temporary Library pass issued by the University is not transferable from one person to another. Unauthorised use of UCLan cards and temporary or 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 or visitor pass, or other identification, when requested to do so by University staff whilst in the Library.
- Children (under the age of 18) of Staff and Students of the University must be accompanied by their parent/guardian. Access is limited to 15 minutes to enable the issue or return of books; to obtain printouts or to seek help and advice from Library staff. The parent/guardian will be responsible for their child's safety and behaviour. Any disruptive behaviour will result in being asked to leave the Library. Children of visitors are not permitted to access the Library.

4 Use of Facilities

- 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.
- The University is not responsible for any loss or damage to the personal belongings of its Users and visitors. Users must take reasonable precautions against the theft of their belongings and must not leave belongings unattended even for short periods (unless required to leave the building immediately in the event of a fire alarm). Articles left unattended may be removed by Library staff but will be returned on request at the Reception Desk.
- Study tables/PCs may not be reserved by leaving personal belongings on desks or seats.
- All Users are required to conduct themselves **quietly** throughout the Library and conversation must be kept to a reasonable level. The Library has been zoned into group study, quiet study and silent study zones. Library users are expected to follow the rules associated with each zone.
- 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 staff either in person or, at Preston, 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.
- 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. Mobile phone conversations are only permitted in stairwells.
- Group Study rooms at the Preston campus are bookable by students (Individual use is not permitted and the occupant may be asked to leave the room). If not used by the person booking within 15 minutes of their time slot, the room will revert to an open access room until the next booking.
- With the exception of 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 are permitted in the Library, ~~with the exception of study rooms. 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.~~ Hot food is only allowed in the designated café area. Users are expected to use the bins provided to clear up any litter in all areas of the library
- Action will be taken against any person misusing furniture, facilities or materials. Any such person may be required to pay for 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 the [Copyright Notice](#)). Any User who is found to be acting in breach of copyright laws will be subject to disciplinary action as set out below. Additional copyright rules apply to Staff and can be found on the [Staff Copyright](#) intranet page.

5 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 Head of the Library & Customer Services.
- All items must be returned or renewed on or before the date or time due.
- If another User has recalled an item, the item must be returned to the Library by the due date 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 return or non-return of all items, whether this is at the end of the maximum renewals or is overdue following recall by another User. 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 standard 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 standard replacement fee will be deducted from the amount payable but the late return charges will remain. If a User has already paid the standard replacement cost prior to the item being returned (in good condition), a reimbursement of the standard replacement fee paid will be made to the User but only within a month of the payment.
- 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 or renewals until the overdue items have been returned and fines paid.
- Fines may be waived by relevant staff 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 a course tutor/line manager or a doctor's/hospital note. The content of the evidence must include dates of any unexpected absence from UCLan. If it is not possible to return a book before its return date please contact LibraryServices@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. Staff will be dealt with under the appropriate University People Team procedures.
- 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 Head of the Library & Customer Services. Students may also be referred to their Dean of School. Staff will be dealt with under the appropriate University People Team 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 Head of the Library & Customer Services, and may be excluded from the University Library on a permanent basis.
- Use of electronic resources is subject to national and international licensing laws and can only be accessed by eligible Users. Users must follow the instructions associated with each resource regarding the downloading of material.

6 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 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; (excluding Alumni who do not have access to IT facilities);
- Revocation of the User's right to use the Library facilities indefinitely with immediate effect.
- 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 their UCLan card and be escorted from Library premises. Depending on the incident this may result in a ban over a period of time or a permanent ban where the incident is deemed serious by the Head of the Library & Customer Services.
- Where the User is a member of staff, the matter will be dealt with under the appropriate University People Team procedures as set out in the Staff Handbook.

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

7 Breach of the Rules by Students

7.1 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, 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 their 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.

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 at the Library Reception using a process agreed with the Student.

The University reserves the right to withdraw a Student's right to access the Library and to suspend their borrowing 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 borrowing rights are withheld for disciplinary reasons in accordance with stages 1 to 3 below, their Head of School will be informed.

7.2 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.

7.2.1 1st 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 their name recorded within the Library Incident Report log for their period of study at UCLan and details of the incident may be submitted to their Head of School.

7.2.2 2nd 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 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 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 their name recorded within the Library Incident Report log for their period of study at UCLan and details of the incident may be submitted to their Head of School.

7.2.3 3rd Stage

Particularly serious cases, or repeated breaches of the Rules, will be referred to the Dean of School and/or the Executive Dean 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 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 System and on the LIS Incident Report log for the period of study at UCLan.

8 Right of response and appeal

Save for where a User's rights have been revoked with immediate effect, 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, 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 in writing within 5 working days of receiving the written notification of the decision and sanction(s) and must include relevant evidence to support the appeal. The appeal will be considered by the Head of the Library & Customer Services or their nominee, who may seek clarification from any member of staff and/or the User where appropriate.

The decision of the Head of the Library & Customer Services or their nominee shall be final.

9 Responsibility for Review

The Head of the Library & Customer Services or their nominee is responsible for the maintenance and regular review of these Rules.

LIS reserves the right to introduce additional rules and regulations at short notice due to changes in University or Government policy. All changes will be publicised on the LIS web site.