

## **Library Rules 2020/21**

These rules are designed to safeguard the common interests of all Library users.

All users are admitted on the understanding that they have read and will observe Library rules.

Our ethos is to work in partnership with library users to provide a friendly, safe and respectful environment, with differential services that take the different needs of our users are taken into account.

These Library Rules have been updated at the time of an ongoing COVID pandemic and are subject to change at short notice. The most up-to-date version can be found on the Library web site.

### **1. Membership**

1.1 All staff and registered students of UEA are members of the Library. Other groups eligible to borrow from the Library include:

- Students at associate colleges studying on UEA award-bearing courses
- Employees of organisations who are closely associated with the University or whose work is associated with the University, for example Norwich Research Park
- Staff teaching on UEA award-bearing courses at associate colleges

1.2 External users wishing to use the Library for study or research purposes may be granted limited borrowing facilities on written application through a form available on the Library web pages. They may be required to restrict their use of Library materials and to observe any other regulations which may be determined by the Library Director, or their representative. External membership is granted on a “best efforts” basis and may be suspended for periods of time owing to circumstances beyond the Library’s control, such as a global pandemic. Always check the Library web site before travelling. In such circumstances, memberships may be extended to cover the time the Library was closed to External users.

1.3 To apply for a Day or Weekly Pass for reference purposes only, Visitors should report to the Library Reception and show a form of photographic ID, e.g. Driving Licence, and proof of address. Visitor access is granted on a “best efforts” basis and may be suspended for periods of time owing to circumstances beyond the Library’s control, such as a global pandemic. Always check the Library web site before travelling.

1.4 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.

1.5 Anyone entitled to borrow and wishing to do so must obtain a UEA campus card or Library card. The card is not transferable and must be produced each time items are borrowed.

1.6 Users must produce a valid UEA campus card or Library card each time they wish to enter the Library. Following the COVID-19 pandemic it is no longer possible to enter the Library without a valid campus card. Replacement cards can be obtained from the IT Service Desk. Old cards must be returned to the IT Service Desk prior to a new card being issued.. The loss of a campus or Library card should be reported immediately.

1.7 Users must produce their campus card or Library card if requested to do so by a member of Library or Security staff. Cards remain the property of the University and can be retained by staff if necessary.

### **2. General**

2.1 We aim to treat all our users with respect and according to their needs. Similarly, all Library users are expected to treat Library staff and other Library users with respect. Any user displaying rude, aggressive or other inappropriate behaviour may be asked to leave and, if appropriate, referred

to the Library's Head of User Experience, UEA Security and/or the University's Disciplinary Officers. This includes compliance with all health and safety measures and notices in place to reduce the risk of transmission of COVID-19 or related diseases.

2.2 The Library welcomes comments and constructive feedback on our services and aims to provide an appropriate and timely response. Full details of our complaints procedure are available at our service points and on our website.

2.3 Smoking, including e-cigarettes, anywhere in the Library building and the adjacent walkways is prohibited in line with the University's Smoke Free Policy.

2.4 In order to ensure we can maintain a clean, tidy and pleasant working environment, consumption of cold snacks is only allowed on Floor 0 and Floor 1 of the Library. Food is not allowed on any other floor. Bottled water or non-alcoholic drinks in 'lidded cups' may be consumed anywhere in the Library. Alcohol and hot food are not allowed anywhere in the building and library users found with such items will be asked to leave temporarily to consume or dispose of them before re-entering.

2.5 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.

2.6 The Library is intended to be a quiet space for individual and group study. For phone conversations or audio/video conferencing calls, users are asked to use spaces outside the library building to avoid disturbing other users or blocking the stairwells or corridors.

2.7 You should avoid disturbing other Library users and should observe the silence rule in designated areas. Whilst talking is permitted in group study areas, loud or exuberant behaviour is not permitted and you may be asked to leave if you disturb or cause offence to other Library users.

2.7b This is a temporary additional rule affecting Group Study during the COVID pandemic. For the safety and reassurance of all our library users, student households or "bubbles" cannot currently be accommodated in groups or pairs within the Library building. Library staff have no way of verifying households and all study places are distanced at 2m. The only exception is for students with a disability who may require assistance for which there are a few additional chairs available to be 'pulled up' on each floor. There are also 6 bookable Group study rooms which allow two people to study together at a 2M distance.

2.8 All visitors to the Library should make themselves aware of the nearest available fire exits and evacuate the building immediately the fire alarm is activated.

2.9 Use of computer facilities and computer terminals located in the Library is subject to the existing UEA conditions of computer use available on the ITCS website. Users are reminded that computer facilities are provided primarily for legitimate academic purposes such as learning, research or personal educational development. You may be asked to leave if you disturb or cause offence to other Library users.

2.10 In order to ensure fair and equal access to study spaces and facilities in the Library, booking systems may occasionally be instigated at times when demand is likely to outstrip supply. Any 'walk in' open access study spaces and computers may not be informally "reserved" by simply leaving your belongings there for prolonged periods. Library staff may clear away any personal property left on tables or in study rooms and shut down any computers left unattended for longer than 30 minutes so that other users can find a space to study.

2.10 The Library is a public building. Personal belongings should not be left unattended at any time. If you choose to bring personal possessions into the Library this is at your own risk. Valuables left unattended may be removed by library staff who work 'in pairs' to ensure the security of any lost property.

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

### **3. Borrowing**

3.1 No item may be removed from the Library until it has been borrowed. Unauthorised removal of items from the Library will be treated as a University disciplinary offence and has, on occasions, been referred to the Police. Any items that may have set off the Library's security alarm must be taken out of bags and shown on request at the exit.

3.2 Some Library items may not be borrowed and may not be removed from the Library. These include periodicals (journals), theses and reference only items.

3.3 Users are responsible for ensuring they are aware of the due dates of items borrowed. Most items will be automatically renewed on the date they are due to be returned. Items that have been requested by another user will not automatically renew and must be returned on or before the due date. See the Library website for further details.

3.4 Library notices will only be sent by email, normally to UEA email addresses (or personal email addresses for external members). Non-receipt of notices, for whatever reason, cannot be accepted as a reason for late return, otherwise other users are potentially disadvantaged. Users are therefore advised to check their Library account and emails regularly.

3.5 Users are responsible for all transactions on their Library account and are advised to ensure they close their Library record at the end of any transactions undertaken on the self-service equipment or computers in the library, or when remotely logging in to their Library account. Library/campus cards are not transferable and must not be used by anyone other than the registered member. If you believe your card has been used fraudulently you must report it to the Library immediately who will advise you on our procedures and our Alleged Misuse of Card policy.

3.6 A temporary freeze on further borrowing may be imposed for the late return of any Library material requested by other users. Users are encouraged to speak to Library staff as there is a range of extenuating circumstances where we may be able to provide mitigation.

3.7 Refusal to return Library material, including items borrowed from other libraries on the user's behalf, may result in an invoice being raised for the replacement cost of the material, plus a non-refundable handling charge, so that other users are not disadvantaged. Further details are available on the Library website.

3.8 Individuals must return all items and pay any charges before the end of their course or, in the case of staff, before they leave the University or Institute or cease teaching courses franchised or validated by the University. External members must return all items and pay any charges by the expiry date on their campus card.

3.9 Items must be returned via the self-service machines or placed in the designated returns box(es). Should neither option be available, items must be handed to Library reception. Items remain your responsibility until they appear as returned on the Library system. Users are liable for the cost of repair of any item damaged or any item lost while the loan remains on their account.

3.10 Users should contact the Library Helpdesk as soon as possible with any problems or queries relating to their Library account or items they have borrowed as there is a range of extenuating circumstances where we may be able to help resolve the problem or provide mitigation.

3.11 Some items may be borrowed by UEA students and staff for an extended period over the vacations. See the Library website for further details.

3.12 Material in the Library's special collections is subject to special regulations regarding its use.

3.13 Audio Visual material is licensed for academic use only, i.e. not for recreational purposes.

### **4. Borrowing from other sources**

4.1 Inter-library loan facilities are available to UEA staff in academic schools and all registered UEA undergraduate and postgraduate students. All undergraduate students, and postgraduate students in some schools, should have their requests supported by an appropriate member of academic staff. Details of which schools require this additional step can be found on the library web pages.

4.2 Inter-library loan material is subject to any conditions imposed by the lending library and failure to comply with such conditions may lead to the suspension of borrowing privileges.

Infringement of these rules may result in suspension or withdrawal of borrowing privileges, formal disciplinary procedures or other sanctions as imposed by the Library Director, or their representative.

20th July 2020