

**UNIVERSITY OF CUMBRIA**

**Library and Student Services: services and facilities. Rules and regulations**

**Library and Student Services**

***NB. This policy is available on the University of Cumbria website and it should be noted that any printed copies are uncontrolled and cannot be guaranteed to constitute the current version of the policy.***

<b>POLICY SCHEDULE</b>	
Policy title	Library and Student Services: services and facilities. Rules and regulations
Policy owner	Library and Student Services
Policy lead contact	Jane Robinson
Approving body	LiSS Management Team
Date of approval	June 2016
Date of implementation	June 2016
Version no.	5.1
Related Guidelines, Procedures, Codes of Practice etc.	Lending Services Policy Fines and Charges Learning centres policy on children Library and Student Service Code of Conduct Information Security Policy

	Data Protection Act 1998 Computer Misuse Act 1990 Copyright, Designs and Patents Act 1988 and Copyright and Related Rights Regulations 2003 (SI 2003/2498) Copyright (computer programs) Regulations 1992
Review interval	3 years

Library and Student Services: services and facilities. Rules and regulations.

## 1. Contents page

## 2. Introduction

The University of Cumbria is committed to ensuring a consistent service to all users of the Library and Student services. These rules and regulations lay down the ground rules for the service. They are designed to protect the interests of all users of LiSS and to ensure the service operates within the law and can carry out its functions efficiently and effectively.

## 3. Aims and Objectives

The purpose of the policy is to ensure consistency of service provision for all users across all sites.

## 4. Scope

This policy applies to all users of the Library and Student Services

## 5. Definitions

LiSS: Library and Student Services.

Cumbria card: card issued on registration, which acts as ID, library card, photocopying card etc.

PIN number: 4 digit security number created to provide secure access to self-service kiosks.

External members: all registered borrowers who are not current students or members of staff.

## 6. The Policy Principles

### **Library and Student Services: Services and Facilities. Rules and Regulations**

#### 6.1 Introduction

6.1.1 The use of LiSS facilities implies acceptance of the LiSS Regulations printed below. All users must observe the regulations. These are designed to protect the interests of all

users of LiSS and to ensure the service operates within the law and can carry out its functions efficiently and effectively.

6.1.2 These regulations apply to the premises and resources at the following campuses:

- Ambleside: The Barn Building
- Carlisle: Fusehill St library and the Learning Gateway
- Carlisle: Brampton Road Library
- London: East India Dock Road Library
- Lancaster: Harold Bridges Library
- 24 hour access IT rooms

6.1.3 Library services to students and staff based at other sites are provided by local service providers with whom we have a service agreement. Those who use these facilities are therefore subject to the rules and regulations in force at those provider institutions. Users may also use University of Cumbria services in which case these regulations will apply.

## 6.2 Membership

6.2.1 The use of LiSS facilities is normally limited to use for the educational and related purposes of the university.

6.2.2 Library membership is available to the following:

- Students registered on a University of Cumbria course
- Academic and support staff of the University of Cumbria, including mentors.
- Users joining under reciprocal borrowing schemes.
- External members upon payment of a fee.
- Alumni upon payment of a fee.
- Honorary Fellows, upon the recommendation of the Vice Chancellor
- Members of the Cumberland and Westmorland Antiquarian and Archaeological Society
- Retired members of staff (including those of the University's former constituent organisations)

6.2.3 All individuals wishing to become users of LiSS facilities must comply with the University's registration procedures. These include undertaking to abide by University regulations including but not exclusively:

- Library and Student Service Regulations
- Library and Student Service Code of Conduct
- Information Security Policy
- Data Protection Act 1998
- Computer Misuse Act 1990

- Copyright, Designs and Patents Act 1988 and Copyright and Related
- Rights Regulations 2003 (SI 2003/2498)
- Copyright (computer programs) Regulations 1992

6.2.4 Members of the public may use LiSS facilities for reference and study purposes. They will not have access to IT facilities but may access a limited range of electronic resources through the WATER terminals.

6.2.5 Children must be supervised at all times (see also separate Children in Learning Centres policy)

6.2.6 Opening hours are posted on the University website and displayed in the buildings.

### 6.3 Conduct

6.3.1 All users must respect LiSS facilities as a resource for study and research.

6.3.2 All users must respect LiSS property including library stock, furniture and equipment. Any loss or damage, including the loss of security devices will be treated as a breach of these regulations.

6.3.3 LiSS staff have the right to ask a person to leave if they are behaving in any way that is causing a disturbance to other users.

6.3.4 Any equipment which requires a mains power supply must have been tested and confirmed as meeting the required Health and Safety standards.

6.3.5 LiSS is not responsible for loss of or damage to the personal belongings of its users.

6.3.6 In accordance with the University's safety policy all users must co-operate by taking proper care of the health and safety of themselves and others. Occupants must follow any directions of the LiSS staff in the event of an evacuation or other emergency. Any accident or hazardous situation should be reported to a member of the LiSS staff.

### 6.4 Terms of Borrowing (See also the separate Lending Services Policy)

6.4.1 LiSS resources are for the user's own individual academic use only and must not be given or lent to anyone else or used for the purpose of commercial benefit.

6.4.2 LiSS will issue reminders about overdue items or unpaid charges but does not guarantee to do so.

6.4.3 Student users must inform Student and Management Administration Services (SAMIS) immediately of any change of

address. Staff and external borrowers should inform the library directly of any change of address.

## 6.5 Loans

- 6.5.1 All items borrowed must be returned (or renewed) in good condition on or before the date due as recorded on LiSS records. Users are responsible for noting the due date.
- 6.5.2 Users may borrow up to the maximum number of items allowed for their category of membership.
- 6.5.3 Loan periods and categories shall be determined by the LiSS Management Team and endorsed by the University Management Team.
- 6.5.4 Journals and reference books are for use in the library only and may not be removed.
- 6.5.5 Users will remain responsible for any unauthorised use of their Cumbria Cards.
- 6.5.6 Each user is responsible for all items issued on their card until the items are returned and discharged from the user's record. Users are responsible for the safety and security of all items borrowed on or against their card, and for the payment of any fines incurred by those items.
- 6.5.7 Lost or stolen cards should be reported as soon as possible.
- 6.5.8 Users are responsible for keeping their Cumbria Cards in usable condition and for keeping their PIN number secure. Users will be charged for the replacement of lost or damaged Cumbria Cards. In the event of the theft of a card a free replacement will be issued on production of a Police Crime Number.
- 6.5.9 Items may be renewed if they are not required by another borrower
- 6.5.10 All items may be recalled if they are requested by another borrower, and should be returned as soon as possible. These items cannot be renewed.

## 6.6 Fines and Charges

- 6.6.1 Charges are payable for the late return, late renewal or non-return of all items.
- 6.6.2 The scale of charges for overdue items shall be determined by the LiSS Management Team and endorsed by the University Management Team.
- 6.6.3 Lost, stolen or damaged items will be charged to the user concerned. An invoice will be raised for the replacement cost. If a replacement copy is not available a standard charge will be levied.
- 6.6.4 If items are not returned an invoice for the replacement cost, together with outstanding charges and an administrative charge will be raised.

- 6.6.5 If the items are subsequently returned the replacement cost will be deducted from the amount payable but other costs will remain.
- 6.6.6 Users may either pay the replacement charge as invoiced or may supply a replacement copy. Any replacement must be the same or later edition and in good condition.
- 6.6.7 No refunds will be given if a lost or invoiced item is returned.
- 6.6.8 If an item which has been borrowed from other sources (for example an inter library loan) is lost or damaged any costs incurred will be passed to the user.

## 6.7 Suspension of borrowing rights

6.7.1 LiSS will suspend a user's borrowing rights if:

- They have items more than 21 days overdue.
- They have outstanding fines of more than £10.
- They have fines unpaid after 28 days.
- They are in breach of LiSS regulations.
- They are in debt to the University (other than LiSS debts)
- They are in breach of University regulations.
- Their membership has expired.

## 6.8 End of membership

- 6.8.1 Student users are required to return all their outstanding items and pay outstanding fines before the end of their course. Failure to do so may put their academic completion at risk.
- 6.8.2 Staff users are required to return all outstanding items and pay charges when their period of employment ceases. Retiring members of academic staff may request an extension of their borrowing rights by contacting the User Services and Circulation Manager.

## 6.9 Breach of the Regulations

- 6.9.1 Failure to observe these regulations may result in the user being asked to leave the building immediately or in them being suspended from using LiSS and computing facilities and ultimately may result in the withholding of the degree or other award by the University
- 6.9.2 Students: Serious breaches of the regulations will be reported to the Department with a view to the Student Code of Conduct and the related adjudication process being invoked.
- 6.9.3 Staff who breach these regulations will be subject to the University disciplinary procedures.
- 6.9.4 External members will have their membership withdrawn. In the case of users who have joined under Reciprocal access schemes the breach of regulations may be reported to their home institution.

## APPENDIX 1: Code of Conduct

To help Library and Student Services give the best service to all its users LiSS will:

- Put users at the centre of our service and be responsive to their needs.
- Treat our users with courtesy and respect.
- Provide a helpful, friendly and effective service within the constraints of available resources.
- Provide users with the means to submit comments and suggestions and undertake regular surveys of their opinions.
- Reply to signed comments within 10 working days and use these comments to help us further improve our service.
- Provide training, including customer care, for our staff ensuring service is of a high quality.
- Assist users with special needs, providing a service free from discrimination.
- Publicise our services and opening hours, keeping users informed of changes.
- Reserve the right to ask people to leave the building if they are causing a disturbance to other users.
- Reserve the right to search bags and cases if there are grounds for suspecting that items are being removed from the building without being issued.
- Enforce the LiSS Rules and Regulations consistently. Users in breach of the Rules and Regulations may be asked to leave or forfeit their right to use the services.
- LiSS supports the University in pursuit of its missions and goals in a flexible manner across a multi-site operation. We continue to promote and develop research and scholarship and preserve documentation within its care.

To help Library and Student Services give the best service to all its users we ask that:

- You respect LiSS facilities as a resource for study and research
- You treat LiSS staff and fellow users with respect. Inappropriate behaviour will result in disciplinary action under the Student Code of Conduct and Adjudication Process.
- You respect all the University's property held by LiSS. Action will be taken against any person misusing furniture, equipment facilities or materials.
- You have your Cumbria Card with you at all times. LiSS staff may ask to see the card.
- You must make sure all material taken from the library has been issued to you. The unauthorised removal of material is not permitted. LiSS staff reserve the right to check users' property if the security system has been activated.
- You make sure you have read and follow the Acceptable Use Policies when using IT equipment, as contained in the Information Security Policy

You act with consideration for other users. Noise levels must be kept to a minimum.

No conversation is permitted in any area designated as 'Quiet Study' areas

You switch mobile phones off or to silent mode. Mobile phones can be used in the designated 'phone zone' areas.

If you use personal music equipment it must be inaudible to other users.

You may only take photographs or make visual/audio recordings with permission of the User Services Manager or their representative.

You may not reserve study places or computers. Reasonable adjustments will however be made for students with disabilities.

You are not allowed to:

Smoke (in any University building) Bring animals into LiSS buildings, with the exception of assistive dogs.

Bring dangerous implements or substances into the library.

Repeated or serious breaches of the LiSS Code of Conduct or Rules and Regulations may result in a referral to the Student Code of Conduct and Adjudication Process for investigation. Where allegations are upheld, appropriate sanctions may be applied. Please refer to: [www.cumbria.ac.uk](http://www.cumbria.ac.uk) for information regarding this policy.

## **7. Equality, Diversity and Inclusion (with particular reference to disability reasonable adjustments) and Equality Assessment Statements**

- The Equality Act 2010 covers the "protected characteristics" of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including lack of belief), sex and sexual orientation. The University has developed a Single Equality Scheme and Equality Objectives to implement the Equality Act within the University practices and procedures.
- Within the Equality Act it remains permissible to treat a disabled person more favourably than a non-disabled person. It remains lawful to make reasonable adjustments in relation to employment, education and services to ensure that there is true equality of opportunity for disabled people.
- This policy and its implementation will be monitored, as appropriate, in line with relevant legislation for its impact on different equality groups. This process will provide a check on whether there are any differences and allow the University to assess whether these differences have an adverse impact on any particular group such that appropriate action is taken.



## **8. Records Management Statement**

- The records associated with this policy are controlled by the User Services and Circulation Manager and will be created, stored and disposed of in line with the University's Records Management guidelines and procedures.
- The University is committed to complying with the requirements of Data Protection legislation and regulations and any personal data created as part of this policy will be processed in accordance with the University's Data Protection Act procedures. This includes ensuring that data is held securely, is not disclosed unlawfully and is destroyed when no longer needed.
- The University also aims to ensure that users of this policy are aware of Data Protection, Freedom of Information and Records Management issues associated with this policy.

## **9. Risk Management Statement**

Failure to comply with this policy could lead to users not receiving a consistent service.

This policy mitigates risk(s) 13, 15, 110, 111 of the University's risk Register.

## **10. Roles and Responsibilities**

It is the responsibility of:

- LiSS Management Team to review the lending Service policy to respond to changes to user population and in response to strategic decisions made by the University.
- Staff members to implement the policy
- Library users to comply with the regulations

## **11. Contact Details**

For further information regarding any of the issues covered by this policy please contact:

User Services and Circulation Manager

Library and Student Services

University of Cumbria

Fusehill Street

Carlisle

Tel:01228 616219

E-mail:Liss@cumbria.ac.uk

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**UNIVERSITY OF CUMBRIA  
POLICY DOCUMENT CONTROL SCHEDULE**

*All University of Cumbria Policies must include a completed Policy Document Control Schedule consisting of the Policy Schedule (see front cover), Review Schedule and Drafting Schedule (see below) which should be completed as appropriate.*

<b>REVIEW SCHEDULE</b>				
Review no.	Due date	Reviewed by	Approved by	Completion date
3	June 2011	LiSSMT	LiSSMT	June2011
3.1	November 2013	LiSSMT	LiSSMT	27.11.13
4	June 2014	LiSSMT	LiSSMT	17.7.14
5.1	June 2016	LiSSMT	LiSSMT	20.6.16
6	June 2019			
7	June 2022			

<b>DRAFTING SCHEDULE</b>	
Draft no.	Date
<i>Eg. 0.1</i>	
<i>0.2</i>	
<i>0.3</i>	
Final Version	
<i>1.0</i>	