

**LIBRARIES & LEARNING RESOURCES
REGULATIONS AND PROCEDURES**

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1. INTRODUCTION

- 1.1** These regulations and procedures are provided to make using Libraries & Learning Resources (LLR) facilities and resources as effective as possible. The co-operation of all LLR members in following the regulations is therefore essential for the smooth and efficient operation of the service.

2. PRINCIPLE

- 2.1** Access to LLR is conditional upon all members observing the regulations and procedures which the staff of LLR are empowered to enforce. The act of registration, referred to in sub-section 5, constitutes an undertaking to observe the current LLR regulations and procedures.

3. AUTHORITY OF THE REGULATIONS

- 3.1** The Head of LLR has the authority to ensure the regulations are complied with at all times and may exclude or suspend members from the use of the service for failure to observe the regulations. He/she may take actions against any person responsible for serious or persistent breach of the regulations which can lead to formal disciplinary action under either the University's *Disciplinary Policy and Procedure* for staff or its *Student Code of Behaviour*.

4. SCOPE OF THE REGULATIONS

- 4.1** The regulations apply to staff, students and other members of LLR.
- 4.2** The term *Library* within these regulations should therefore be taken as referring to all the libraries of the University.
- 4.3** The term *Extended Library Study Lounge* within these regulations should be taken as referring to all study spaces and areas of the University managed by LLR.
- 4.4** The regulations may be amended from time to time. The current regulations will always be available from the LLR website however any changes of particular importance to current members will also be communicated through the appropriate channels.

5. MEMBERSHIP PROCEDURE

- 5.1** All University staff and students are library members (this includes Confetti staff and HE students). Membership will entitle the member to use facilities of the LLR as specified.
- 5.2** External members must be aged 16 and over and must complete and sign a registration form giving details of name and address supported by valid ID, eg. passport, driving licence and if joining under any agreed access schemes must have the completed documentation from their home library. The act of registration includes agreement to comply with the regulations.
- 5.3** External members must advise LLR of any change of address, permanent or temporary, as soon as possible.
- 5.4** Any personal data held by the Library is used for University purposes only and will not be shared with third parties without the users' consent. In all cases the Library will be fully compliant with the requirements of the EU General Data Protection Regulations

6. UNIVERSITY SMARTCARD

- 6.1** University Smartcards are not transferable. The member named on each card is responsible for the items borrowed on it and is liable for the cost of replacement of the card or items borrowed on it in the event of loss or damage. External members will be issued with Library Cards.
- 6.2** Members using LLR may be required, on demand, to satisfy NTU staff of their identity by producing their University Smartcard or Library Card.
- 6.3** Any loss of a card by a LLR member must be reported to LLR or Card Services immediately. Failure to do so may result in the member being held responsible for any books borrowed in his or her name. Lost cards will be suspended until a replacement is obtained.

7. BORROWING ARRANGEMENTS

- 7.1** Details of borrowing privileges and loan periods are available from the library. No item may be removed from the Library until it has been issued and all items must be returned by the due date or time.
- 7.2** Items may be renewed subject to LLR circulation policies at the time.
- 7.3** Reservations may be placed on books currently out on loan, via the OneSearch system.
- 7.4** Items on inter-library loan from other libraries are subject to the regulations and conditions imposed by the owning library, as well as Nottingham Trent University.
- 7.5** All items are issued subject to recall prior to the return date notified at the time of issue. When an item has been reserved by another member, a recall notice will be sent to the borrower with notification of the new due date and a fine will be levied for recalled items not returned by this date.
- 7.6** Items borrowed and not returned within a reasonable time will be deemed to be lost by the borrower and subject to Para. 12.8 below.
- 7.7** Members will be held responsible for items issued to them until returned, using either the LLR self-service returns unit or by handing to a member of LLR staff.
- 7.8** The Head of LLR or his/her staff may withhold or restrict the circulation of any item in the Library.
- 7.9** Reference items are not normally made available for loan.
- 7.10** Continuing students may borrow items over the vacation periods subject to LLR circulation policies.
- 7.11** The attempted removal of any items that have not been issued may result in disciplinary action or, in exceptional circumstances, prosecution.

8. EXTERNAL MEMBERS

8.1 Members of other institutions and the general public may apply to the Library or use an existing access scheme for use of the loan and/or reference facilities of LLR. In some cases the University may grant permission to use the Library to certain organisations, particularly institutions which offer courses that are validated by or otherwise associated with the University. Each arrangement will be governed by a specific set of conditions agreed between the University and the institution, in consultation with the Head of LLR. A fee may be levied for the use of these services.

9. OVERDUE ITEMS

9.1 All loan items must be returned to the Library on or before the date or time due. Fines will be charged for late return. The schedule of fines is displayed in the libraries and also available on the LLR website. Failure to return an item recalled for the use of another member by the date specified will lead to a fine being levied.

9.2 LLR staff will always send overdue notices and reminders but cannot be held responsible for non-delivery, whatever the cause.

9.3 Members' borrowing privileges may be suspended until overdue items are returned or outstanding fines are cleared.

9.4 Items that remain overdue after a specified period of time will be deemed lost in which case a charge for replacement and administration will be levied.

10. TERMINATION OF MEMBERSHIP

10.1 All members must return all items to LLR before they leave the University, withdraw, or resign, regardless of due dates. The University reserves the right to invoice former members for costs incurred in attempting to recover such items.

11. SECURITY OF LIBRARY ITEMS

11.1 Books and other loan items must not be taken from the Library without the loan being authorised and recorded at either the Self-Service workstations (retaining

receipt) or staffed service point. Failure to observe this procedure may lead to the suspension of borrowing privileges and other disciplinary measures in accordance with the Regulations.

- 11.2** All members and other visitors must be prepared to allow members of LLR staff to examine all bags, books, papers, etc. which they are taking with them when leaving the Library or Extended Library Study Lounges.

12. BEHAVIOUR AND CONDUCT

- 12.1** Library members are expected to treat staff with courtesy and comply with all requests concerning the maintenance of the regulations. The NTU Student Code of Behaviour and appropriate staff disciplinary policies will be enforced to ensure all students and staff have a comfortable and appropriate study environment to use within the University's Libraries and Extended Library Study Lounges. Students and staff who fail to comply with the relevant Regulations may be asked to leave the LLR facility or be subject to further action under the relevant policy, for students this may include a fine of up to £100. In the case of external members membership may be rescinded for failing to comply with the Regulations or on the advice of the University's Head of Security.
- 12.2** The NTU Student Charter (available from the NTU website) provides additional information regarding the rights, expectations and responsibilities of registered students. LLR will always apply the principles contained within the Charter when dealing with student behaviour and conduct matters.
- 12.3** LLR facilities are zoned to support a variety of different types of study. All members are required to respect the zoning arrangements and move to a more appropriate location if their behaviour is considered inappropriate by staff.
- 12.4** Members are expected to comply with all instructions regarding eating and drinking within LLR managed facilities. Hot food is not permitted in any Library space.
- 12.5** Smoking, including the use of e-cigarettes, is prohibited in the Library.
- 12.6** Photography, filming, videotaping and audio taping in the Library is not allowed without the permission of the Head of LLR or delegated representative. The recording

of lectures by students for personal educational use are subject to separate arrangements. In the first instance students should speak to their lecturer before making such recordings.

- 12.7** Undertaking surveys of members in the Libraries or Extended Library Study Lounges including the handing out of questionnaires, is not allowed without the permission of the Head of LLR or delegated representative. However we will give favourable consideration to requests relating to course work.
- 12.8** All LLR items must be treated with care. Anything which is lost, destroyed or damaged beyond repair must be paid for by the person responsible, at the replacement cost determined by the Head of LLR.
- 12.9** Members or visitors found damaging or stealing LLR furniture, facilities or materials, or otherwise adversely affecting other members, may be excluded from LLR, be required to pay for the making good of damage or loss and may be liable to action under the University rules referred to in paragraph 3.1.
- 12.10** The Library must be vacated at closing time and the latest admission to library buildings will be five minutes before closing time. Current opening and closing times are displayed at library entrances and on the LLR website.
- 12.11** In the event of a fire alarm sounding all members are required to vacate the building immediately using the nearest available signed fire escape. All instructions from library staff should be complied with.
- 12.12** LLR will take all reasonable steps to ensure members are provided with a safe and secure environment within the libraries. Members and visitors should inform library staff immediately if they become aware of a potential health and safety matter.
- 12.13** Places at study tables may not be reserved. LLR staff are empowered to clear all library items and personal property from unattended spaces without notice. This includes reserving a space for a friend.
- 12.14** University computers in the library may be automatically logged out after a long period of inactivity

13. COMMENTS AND COMPLAINTS

- 13.1** LLR is committed to service quality and improvement and encourages and welcomes feedback from all library members. The LLR website provides details of how to contact the department but members who have an immediate or urgent problem are encouraged to speak to a member of Library staff in the first instance to see if the matter can be resolved immediately.
- 13.2** LLR will respond to all comments and complaints received as quickly as possible and always within ten working days. If the complainant is not satisfied with the initial response then procedures are in place for it to be escalated to a senior member of LLR staff. If after that the complaint still remains unresolved then NTU students can use the NTU Complaints Procedure for Students. Members of NTU staff and visitors NTU should contact the Head of Libraries and Learning Resources. Further details can be found in the Library's Comments and Complaints Policy (available from the LLR website).
- 13.3** LLR will provide an anonymised summary of all comments and complaints received along with a response on the LLR website.

14. COPYRIGHT

- 14.1** Users of photocopying facilities are required to comply with UK copyright regulations. LLR shall not undertake or authorise to be undertaken any copying that infringes the current law of Copyright or a Licence held by the University from the Copyright Licensing Authority or similar agency.
- 14.2** Copyright notices are displayed near all LLR MFD machines and members are expected to comply with the advice presented.

15. COMPUTING FACILITIES

- 15.1** Users of computing facilities provided by LLR are required to observe the University's Computer Use Regulations.
- 15.2** Usernames and passwords used to access electronic library resources must be for the sole personal use of the person to whom they are issued and only used in connection with their course of study. Under no circumstances may a username and password be passed to a third party. Licence conditions regarding use must always

be complied with and if a user is in any doubt as to whether an intended use is acceptable they should ask before use.

16. LOSS OR DAMAGE TO THE PROPERTY OF MEMBERS

16.1 The University does not accept responsibility for loss of or damage to personal property. Members are strongly advised to keep their valuables with them at all times.

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