

Using our Libraries – Library Regulations

Introduction and purpose

These Regulations have been agreed to safeguard the interests of all our customers, and they assist in ensuring the overall quality of the services we provide. We aim to make our collections, information, and services as freely and fairly available to all customers as possible, and to provide an environment conducive for working and learning.

1 General

1.1 For the purpose of these Regulations, the term “material” refers to all library materials in both print and digital format, including but not limited to: books, journals, pamphlets, photocopies, newspapers, microforms, videotapes, tapes, DVDs, Blu-rays, theses, dissertations, CD-ROMs, slides, laptops, and any other media used for the communication of information online or offline. The term “material” also includes materials/items borrowed from other libraries.

1.2 For the purpose of these Regulations, the term “the Library” refers to University Library Services.

2 Membership

2.1 Full membership of the Library is open to all staff and students of the University of Sunderland.

2.2 Members of the University are entitled to full borrowing rights and access to digital resources. Further details of borrowing rights per customer type are available from the Library.

2.3 Students registered on a distance learning programme are eligible to designated distance learning support services.

2.4 Staff who are employed at partner institutions but who teach on University programmes (including library staff) are eligible to limited borrowing facilities and to access limited IT services and digital resources in compliance with licensing legislation and in support of teaching University of Sunderland programmes only.

2.5 Borrowing and reference facilities are available to members of designated institutions with whom the University has a formal contract or agreement and as part of reciprocal access schemes.

2.6 Reference and, in some cases, limited borrowing facilities may be made available to individuals or institutions outside the University on a discretionary basis. Guest access to limited IT services and digital resources may be available at the discretion of the Library and in compliance with licensing legislation.

2.7 Retired University staff and Alumni are afforded selected borrowing rights. Guest access to limited IT services and digital resources may be available at the discretion of the Library and in compliance with licensing legislation.

2.8 Members of the public and visitors may use the Library for reference and may be asked to show identification and a current library membership card from a public, college, or university

Using our Libraries – Library Regulations

library. Guest access to limited IT services and digital resources may be available at the discretion of the Library and in compliance with licensing legislation. Guest users must be aged 18+ or should be accompanied and supervised at all times by a responsible adult in compliance with the University's policy on Safeguarding.

2.9 Registered users of the Library must ensure that their personal information is kept up to date.

2.10 Priority of access to the Library will be given to members of the University of Sunderland.

2.11 Access to library buildings during self-service hours is available to University of Sunderland staff and students only. Access is gained by use of their campus card.

2.12 Children/minors of University staff and students may access the library buildings until 9:30pm or when the library buildings close if this is earlier. For safety reasons and with due regard to the needs of other library users, children/minors remain the responsibility of the parent, carer, or designated supervisor at all times and must be constantly and closely supervised.

3 The campus/library card

3.1 Members of the University of Sunderland are provided with a campus card on joining the University. This campus card is also a library card.

3.2 Other eligible users must follow the relevant registration protocol as defined by the Library and will be provided with the relevant proof of registration.

3.3 The campus/library card is not transferable to another person.

3.4 The registered user is responsible for all items issued to their campus/library card and for the cost of replacing them if not returned.

3.5 Lost or stolen campus/library cards should be reported to The Gateway immediately (sj.sunderland.ac.uk/gateway/the-gateway/contact-us), and a charge will be made for their replacement. Users will be charged for the replacement of unrecovered materials borrowed by others, as a result of a campus/library card being lost.

3.5 Users should present their campus/library card every time they wish to borrow material, renew material, or collect marked assignments.

4 Borrowing library materials

4.1 Users may consult 'reference only' materials in the library buildings but they cannot borrow them.

4.2 Materials for loan will be issued for defined loan periods. Details of loan periods are available from the Library (library.sunderland.ac.uk/services-and-support/borrow-reserve-renew/borrowing-periods-and-limits). The occasional variation of these loan periods is at the discretion of Library staff.

Using our Libraries – Library Regulations

4.3 Users are responsible for returning items to the Library on or before the last date on the issue label or the self-service receipt. Fines are charged to all users for the late return of all materials.

4.4 Pre-overdue/overdue notices are sent by the Library via email as a courtesy. Fines will be charged for materials that are returned late irrespective of receipt of these notifications.

4.5 Users must retain receipts from self-return machines as proof of return.

4.6 Materials (excluding Interlibrary Loan material) may be returned by post at the user's expense, but they remain the user's responsibility until received by the Library.

4.7 Materials may be renewed up to five times if they have not been reserved by another user.

4.8 Videotapes/DVDs are to be used for educational purposes only. They may not be shown to a fee-paying audience, and no unauthorised copies may be made. Audio-visual materials recorded off-air are only available for viewing by staff and students of the University.

4.9 Any user who activates the security system is liable to be checked and anything they are carrying inspected. Any attempt to remove items which have not been issued may result in implementation of the University's disciplinary procedures.

4.10 Any user who borrows a University laptop is reminded that by accepting the terms and conditions displayed during the booking process, they agree to abide by all of the points detailed within said terms and conditions.

5 Damage, loss and non-return of library materials and the non-payment of fines

5.1 The schedule of current fines and charges is available on the Library website (library.sunderland.ac.uk/bills).

5.2 Replacement costs for billed items do not include outstanding fines, which are payable in addition to replacement costs.

5.3 The Library may vary such rates after publishing the intention to do so at least one month in advance.

5.4 Damage, loss, or non-return of library materials will be charged to the user at the current replacement cost. Wilful damage may result in implementation of the University's disciplinary procedures.

5.5 Failure to return materials, and the possession of a library debt, will result in the suspension both of borrowing facilities and access to the Interlibrary Loans service. If the debt remains unsettled or the materials unreturned, the account may be passed to the University to initiate debt collection procedures.

5.6 If at the end of an academic session outstanding library debts are not settled and materials are not returned, students may find themselves in breach of the University financial regulations. The consequences of this may include the withholding of study and exclusion from the University.

Using our Libraries – Library Regulations

5.7 All users must return all loaned material and clear all outstanding library debts before leaving the University. Students who leave the University with materials on loan or other library debts outstanding could be liable to have their results or award certification withheld, and will not be eligible to attend a University academic awards ceremony.

5.8 Materials must not be defaced or marked in any way.

5.9 Failure to return materials, and the possession of a library debt, will result in the suspension of borrowing of University laptops. Please refer to the full terms and conditions of laptop loan for details of procedures for loss, damage and non-return of University laptops (ts.sunderland.ac.uk/help-and-advice/desktop-services/borrow-a-university-laptop/how-to-borrow-a-university-laptop).

6 Conduct in the library buildings

6.1 All users must produce proof of their identity when requested to do so by a member of University staff.

6.2 For safety reasons and with due regard to the needs of other users, children/minors remain the responsibility of the parent, carer, or designated supervisor at all times and must be constantly and closely supervised.

6.3 No animals, other than guide dogs or hearing dogs, are allowed in library buildings.

6.4 Users should respect the intended purpose of various study environments/zones within library buildings and behave with due regard for others at all times.

6.5 Users should respect the library buildings and environment and including using the litter bins and recycling facilities provided at all times.

6.6 Users who do not comply with the Regulations and who cause a disturbance to other customers may be asked to leave the library building. They may not be readmitted until the incident has been discussed with the Campus Library Manager and an undertaking has been given as to their future conduct. This also applies to anyone who might accompany such a user. Failure to comply with any of the Library Regulations may result in disciplinary action.

6.7 Staff are expected to treat users with courtesy, respect, and consideration. All users are similarly expected to treat each other and library staff with courtesy, respect and consideration and in accordance with current University policies on dignity, respect, and harassment at work.

6.8 Users must not leave their personal belongings unattended in the library building. The Library cannot be held responsible for their safekeeping.

6.9 Users wishing to make use of the mains electrical supply in the library buildings to power their own equipment do so at their own risk. They must ensure that the equipment meets with current safety standards and the required University Health and Safety standards (services.sunderland.ac.uk/hr/safety). The University will not be responsible for any damage

Using our Libraries – Library Regulations

caused to any user's equipment, programs, software or any other associated device. as a result of any loss of supply or other defect in the University's electrical supply or connections.

7 Compliance with legislation regarding copyright, data protection and publisher licenses.

7.1 It is a requirement of registration that users agree to abide by these Regulations and therefore by University IT Regulations and Acceptable Use (ts.sunderland.ac.uk/csigs/cyber-security/cyber-security-policies/it-regulations-and-acceptable-use-policy) and the terms of relevant UK legislation.

7.2 University registration requires details of name, address, Faculty and other information which may be necessary for the secure and effective operation of the Service. This registration permits the use of this information in the library's computer systems, on the understanding that this information will be held securely, divulged only as permitted under the current data protection legislation, and used only for the purposes registered and approved under the provisions of the current Act. It permits the sharing of this information with other Faculties and Services within the University for recording purposes.

7.3 All users are required to adhere to all terms and conditions of the licence agreements relating to IT facilities and information resources. Usernames and passwords must be used only by the individuals to whom they were allocated and must be kept secure.

7.4 All users are required to stay within the terms of current copyright legislation which makes deliberate infringements, such as unauthorised copying, a criminal offence. The copyright notices next to the photocopiers give guidance and shall be observed by all users of library materials and equipment, whether in the library buildings or elsewhere.

8 Borrowing of University laptops

8.1 It is the user's responsibility to note the due date and time and to ensure the laptop is returned in advance of that time.

8.2 Bookings for laptops not collected within 15 minutes of check out time will be cancelled. The Library reserves the right to cancel a booking at short notice, should a laptop become unavailable for any reason.

8.3 The laptop is to be returned to the site from which it was borrowed on or before its due date and time. Should the laptop be returned late, a fine for each day overdue will be applied.

8.4 Should a user fail to return a laptop within 3 days of its due date, the University will treat this as missing and the user will be liable for its replacement value.

8.5 If a laptop has missing parts, or is found to be damaged or faulty on return, the nature of the damage or fault will be investigated and the user may be charged for repair or replacement parts. If it is beyond economic repair, then the user will be liable for its replacement value.

Using our Libraries – Library Regulations

8.6 If the laptop is lost or stolen whilst on loan, the user will be liable for the replacement value, in addition to any fines incurred up to the date of reporting the loss or theft to the Police and the University. The user must provide the University with the crime number supplied by the Police.

8.7 Any personal data or files saved onto the hard drive will be deleted when the laptop is returned.

8.8 The University is not responsible for damage to personal files caused by viruses whilst using the laptop.

8.9 If there is an outstanding fine on a laptop, a user will not be permitted to borrow another until the fine has been paid in full.

9 Assignment Services

9.1 All assessed work must be collected in person. Assessments may only be returned to other persons if a prior formal agreement with the Library has been made. Details of assessment marks cannot be made available by other means including but not limited to: telephone, email, social media, or online live chat.

9.2 A valid campus card or photographic ID must be presented to staff before marked assessments can be collected.

9.3 Uncollected marked assessments will be returned to the Faculty after four weeks of receipt or will be destroyed with consent of the Faculty.

10 Disciplinary action

10.1 The use of the services and facilities provided by the Library is conditional upon the user observing these Regulations. Failure to comply with these Regulations may result in the withdrawal of rights to use the Library. Serious cases of infringement may result in the implementation of the University disciplinary procedures.

10.2 Where a breach of UK law is suspected, the infringement may be reported to the Police. Pending such action, the Director of Student Journey may withdraw all rights to use the Library without prejudice.

10.3 Any student dissatisfied with a decision made as a result of the implementation of the University disciplinary procedures has a right to appeal. Guidelines for appeal are available from the University
(my.sunderland.ac.uk/display/SH/Student+behaviour%2C+misconduct+and+discipline).

Using our Libraries – Library Regulations

Version:	1
Date of issue:	20/12/2019
Date of last approval:	17/12/2019
Approved by:	O Pritchard
Next review date:	20/12/2020
Author/Owner:	University Library Services
Faculty/Service:	Student Journey

If you would like this Policy in an alternative format, please contact University Library Services
library@sunderland.ac.uk