Library Services Guidelines: Using Libraries, Archives, Special Collections Centre (ASCC) and Learning Zones (LZ)

Resources

Library web pages
Library search

We will:
- provide information resources (books, journals, e-resources, DVDs, equipment, etc.) to support learning, teaching and research at the UAL

You will:

ID card:
- keep this with you at all times, and show when asked
- notify college of change of address
- notify college and library if stolen
- not lend it to anyone else: you are responsible for all materials borrowed using your card

Loans:
- not damage, or deface items
- pay for items you damage, lose or fail to return
- keep receipts from lost items in case of queries
- ensure items are issued before leaving the library
- return all borrowed items by the date they are due
- ensure all returned items have been discharged from your record and report and queries or errors
- have no overdue loans or fines/charges over £10 in order to borrow or renew items
- return all items and pay any fines/charges before your exam board sits, you leave the university, or you take time out from your course

Communication

Library contacts
Library Complaints Policy

We will:
- communicate with you using your UAL email account
- act upon queries reported to us and communicate with you to resolve problems.
- seek and respond to your feedback
You will:

- check your university email to receive communications from us
- help us to improve our services by giving us feedback e.g. via course committee meetings, surveys, feedback forms, focus groups, or speaking with a member of staff.

**Information skills**

Your Librarian

Library web pages

We will:
- provide induction for new students and ongoing information skills sessions, advice and assistance

You will:
- attend library inductions
- attend information / research skills sessions offered throughout your course
- consult library guides Library guides online and in print and for more information about our service

**Environment**

We will:
- provide a variety of learning environments to support your study and research
- provide a clean and tidy environment, including facilities for recycling where possible
- provide a range of equipment to support your study and research
- treat all users fairly and with respect and courtesy
- follow health and safety regulations to ensure a safe environment is provided

You will:

- recognise that facilities are shared with other users and be considerate of their needs
- follow the guidelines for the designated area
- ensure mobile phones are on silent and are only used for texting except in designated areas
- not eat or drink except in designated areas
- talk quietly or be silent in designated areas
- clear your study / computer space when you leave
- throw away or recycle your rubbish
- not misuse or damage furniture or equipment
- ensure all artwork, cutting and gluing is confined to the designated areas e.g. cutting mats
- not use paint, spray cans or other wet materials
• borrow DVDs and videos on the understanding that they are for educational use only and must not be copied
• follow UK legal guidelines on display in Library Services when using printing and copying facilities
• abide the IT Network and Acceptable Code of Use Policy
• treat all staff and users with respect and courtesy
• follow the UAL Disciplinary Code for Students and respect that inappropriate, offensive, abusive, aggressive, anti-social or discriminatory behaviour and language will not be tolerated
• leave immediately on hearing the fire alarm or when asked to in an emergency
• allow staff to check your belongings if the exit alarm sounds
• take responsibility for your personal property
• not use electronic cigarettes in Library Services spaces
• observe UAL Health and Safety regulations by keeping spaces clear e.g. do not trail wires across the floor or leave belongings in walkways

If you do not follow these guidelines:

• your behaviour or actions may be reported to Programme Directors and Deans
• you may be asked to leave the premises
• your rights to borrow items or use Library Services resources may be suspended
• disciplinary or legal action may be taken

Security systems including CCTV are in operation.

Library Services complies with the:

University Student Charter
Disciplinary Code for Students
IT Network and Acceptable Code of Use Policy
UAL Health and Safety policies
General Data Protection Regulation (GDPR)

See also:

Code of Conduct for Library Services 2019-20
Library Services Policy for Minor Misconduct 2019-20
Library Services Complaints Policy 2019-20