

# QUEEN MARY UNIVERSITY OF LONDON LIBRARY SERVICES REGULATIONS

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## Definitions

THE UNIVERSITY means Queen Mary University of London.

LIBRARY SERVICES means the premises, collections, resources and services under the direct management of the Library Services department of Queen Mary University of London. Currently these include: Mile End Library, Whitechapel Library, West Smithfield Library, Canalside, The Hive and Graduate Centre Floor 7; the physical book, journal, multimedia and archive collections managed by the Library Services Department; the online resources made accessible remotely through subscriptions and purchases managed by the Library Services Department; and the advisory and educational services provided by Library Services staff as described on the Library Services website at [www.library.qmul.ac.uk](http://www.library.qmul.ac.uk).

THE LIBRARIAN means the University Librarian or any member of the Library staff acting on the University Librarian's behalf.

LIBRARY STAFF means any person employed by the University to carry out duties relating to Library Services. For the purposes of these regulations, this includes staff from Campus Security Services and Contract Security Services.

SERVICE USER means any person making use of Library Services premises, collections, resources or services.

## 1. Introduction and context

1.1. The primary purpose of the Library Services Department is to support the teaching, learning and research of the staff and students of Queen Mary University of London. This is delivered in partnership with our service users. Any person who enters Library Services premises or uses Library collections and resources agrees to observe the Library Regulations set out below. All other relevant University Regulations, rules and codes of conduct also apply. Please see the Policy Zone webpage for further details: <http://www.arcs.qmul.ac.uk/policy/>

1.2. The Library Services Regulations are revised regularly and approved by the appropriate University committee. Operational procedures such as loan periods and opening hours are formulated by the Librarian for the effective running of the service and are described on the Library Services website at [www.library.qmul.ac.uk](http://www.library.qmul.ac.uk).

## 2. Admission and registration

2.1. Service users may be eligible to use all or some of the facilities and services provided, dependent on their status. Full details are available on the Library Services website at

[www.library.qmul.ac.uk](http://www.library.qmul.ac.uk) .

2.2. Registered Students, Staff, Members of Council, Fellows, Emeritus Professors and Readers of the University may use all Library premises, collections, resources and services.

2.3. Intercollegiate students at the University of London attending Queen Mary as an integral part of a taught course may have access to Library Services premises for reference and borrowing.

2.4. Additional categories of service user or particular individuals may register for use of a limited set of services or for reference use only, at the Librarian's discretion.

2.5. All service users and others on Library Services premises must present a current student or staff identity card, or day ticket if requested to do so. Identity cards are not transferable and their loss must be reported immediately. Any person who is not able to produce an identity card, or who has not signed in as a visitor, may be asked to leave.

2.6. Registered service users must notify Library Services promptly of any change of name or address.

2.7. The Librarian must be notified in advance of groups of visitors to Library Services premises. Persons in charge of such groups must ensure that the presence of a group does not inconvenience or disturb other service users.

2.8. Children under the age of 16 may visit Library Services premises with a responsible adult on condition that parents/guardians take full responsibility for the child's health and safety and behaviour. If a child is disturbing other service users, Library Services staff may politely request that the parent/guardian takes the child off the premises.

2.9. Children aged 16 to 18 wishing to use Library Services independently for the purposes of study, may only do so under a recognised programme approved by the University which has undergone a full risk assessment.

### **3. Borrowing**

3.1. The borrowing rules and procedures, loan entitlements, loan periods and fines applicable to the various categories of service users and materials are detailed on the Library Services website at [www.library.qmul.ac.uk](http://www.library.qmul.ac.uk)

3.2. The Librarian may lend, refuse to lend, or restrict the circulation of any item, or recall any item from loan at any time.

3.3. Service users may only borrow books when registered to do so and when able to comply with the regulations about returning books.

3.4. Items loaned to a service user are for the personal use of that user and remain the responsibility of the user until they are returned and the loans cancelled. Responsibility cannot be transferred to another user.

3.5. All items on loan must be returned by their due date and time. It is the sole responsibility of the service user to ensure that they are aware of the due date and time.

3.6. All items on loan must be returned on expiry of membership. University staff and student membership expires when employment or registered attendance at the University ceases.

3.7. A loan may be renewed on or before the due date of the item unless a reservation or recall applies. Items must be renewed by the service user to whom they were issued.

3.8. Service users for whom items are obtained through the Interlibrary Loans service must abide by any conditions imposed on the use of these items.

3.9. Service users failing to observe the Regulations on Borrowing may be subject to fines and to suspension from further borrowing until all loans have been cleared and any fines or compensation paid.

## **4. Conduct**

4.1. All service users and staff have the right to carry out their work and study in Library Services premises without intimidation or aggression from others. This includes verbal abuse, racial harassment, sexual harassment, violence and intimidating behaviour. Any such incident will be dealt with under the University's Disciplinary Procedures.

4.2. The Library is to be used for the purpose of academic study and research and for the consultation of its collections and associated materials. Any other use must have the explicit permission of the Librarian. At their discretion, Library staff may ask service users to move to another location if they are considered to be using the Library or IT facilities for social or recreational purposes.

4.3. Computing equipment in the Library must not be used for the creation, display, importation, circulation or storage of offensive material. It is the responsibility of members of the University to familiarise themselves with the relevant legislation and conditions which apply. Please see the Policy Zone webpage for further details: <http://www.arcs.qmul.ac.uk/policy/>

4.4. Service users must comply with the current UK and EU legislation on copyright, data protection and computer misuse. Users of photocopying and printing services must read and comply with the notices concerning extents of copying allowable under the Higher Education Licence provided by the Copyright Licencing Agency (CLA).

4.3. To provide a safe, secure and healthy environment which is conducive to study and research, service users:

4.3.1. Must respect the right of other service users and staff to work and study in an environment of dignity and respect.

4.3.2. Must not engage in conduct which is disturbing to others: silence must be observed in designated silent zones, noise must be kept to a minimum elsewhere, and mobile phones must be switched to silent mode at all times.

4.3.3. Must not reserve places at reading tables or computers: Library staff are empowered to clear all library materials and personal property from unoccupied reading places without notice. Computers that have been left or locked for longer than 30 minutes may be assigned to another user at the discretion of Library staff.

4.3.4. Must keep valuable belongings, including laptop computers, with them at all times.

4.3.5. Must not consume alcohol on Library Services premises.

- 4.3.6 Must not smoke (including e-cigarettes) on Library Services premises or outside doorways into Library Services premises.
- 4.3.7. Must not bring hot or strong smelling food into Library Services premises.
- 4.3.8. Must ensure that cold and hot drinks brought into Library Services premises are self-contained or have lids in order to avoid spillage.
- 4.3.9. Must dispose of any rubbish in the bins provided.
- 4.3.10. Must not bring animals, except for service animals, into Library Services premises.
- 4.3.11. Must not sleep in, or bring bedding into, Library Services premises.
- 4.3.12. Must not display or distribute notices except with the permission of the Librarian.
- 4.3.13. Must not offer anything for sale within Library Services premises.
- 4.3.14. Must vacate Library premises at closing time and at other times when requested to do so by Library staff.
- 4.3.15. Must ensure, before reaching the point of exit, that all Library Services property in their possession has been duly authorised for removal from the premises.
- 4.3.16. Must familiarise themselves with the location of emergency exits and leave Library Services premises promptly by the nearest exit in the event of a fire drill or emergency.
- 4.3.17. Must not misuse, steal or damage Library Services materials, property, equipment or premises in any way.

## **5. Penalties for infringement**

- 5.1. Any service user in breach of any Library Regulation, including the late or non-return of any loaned items (including interlibrary loans), may be required to pay a fine or compensation, may be suspended from all or partial use of Library Services premises, collections, resources and services either immediately or from an effective date for a stated period.
- 5.2 Any service user who has been suspended has the right to contest the decision by making a complaint to the Librarian. Students should refer to Stage 1 of the University's Student Complaints policy which is available at <http://www.arcs.qmul.ac.uk/students/student-appeals/complaints/> . If the service user is a student and is still dissatisfied, they may make a complaint against the decision at institutional level, in accordance with stage 2 of the Student Complaints policy. Other procedures will be adopted for service users who are not students.
- 5.3. Records may be kept of service users in breach of Library Regulations. Serious or persistent breach of any Library Regulation by a student may lead to action under the Code of Student Discipline. Please see the Policy Zone webpage for further details:  
<http://www.arcs.qmul.ac.uk/policy/>
- 5.4. Failure to pay fines, to return items or to pay full compensation is treated as a debt to the University and may lead to University disciplinary procedures and sanctions.

## **6. Notices**

6.1. Personal property is brought into Library Services premises at the owner's risk.

6.2. Library staff may inspect articles left unattended in Library Services premises or ask to inspect items in the possession of any person in Library Services premises.

6.3. Library Services cannot be held responsible for the non-delivery of notices regarding overdue or recalled items.

6.4. Library staff cannot undertake to locate or transmit personal messages to persons believed to be on Library Services premises.

6.5. All Library premises, collections, resources and services are subject to alteration from time to time, and efforts are made to ensure that any changes occur with appropriate consultation and communication.

6.6. Library Services cannot accept liability for lost work or the late submission of work because of a failure to provide any service due to circumstances beyond its control.