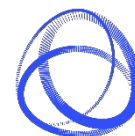


Library & Learning Resources

Regulations and Terms of Service

Canterbury Christ Church University



Canterbury
Christ Church
University

A very warm welcome to your Library.

Library and Learning Resources is committed to developing and delivering an outstanding, inclusive and enriching library experience that empowers all our users to discover, learn, research, and disseminate knowledge.

The policies, regulations and expectations in this Terms of Service have been made for the benefit of all library users and to assist in ensuring the overall quality of the services we provide.

Your co-operation in observing them is essential for the common good. Please read these regulations carefully, as ignorance of them cannot be accepted as an excuse for non-observance.

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1. Definitions

In these regulations, the following definitions apply:

Word/Term	Definition
CCCU	Canterbury Christ Church University.
Library	any campus library of the University.
Students	all students registered at the University for all or part of a course of study leading to a foundation degree, first degree, diploma, university certificate, higher degree, postgraduate diploma or postgraduate university certificate, and postgraduate research students who have completed the period of registration and paid to use the University facilities while writing up their theses.
Staff	means all staff employed by the University, including teaching staff with formal visiting or honorary status.
Other borrowers	users with borrower membership who are not current members of the University.
Visitors	members of the public who use the library and do not have borrower membership.
Facilities	services (physical and digital), furnishings, equipment, and the space available to users.
Items	all physical materials that can be borrowed from or used in the library, including books, journals, PCs, printers and so on.

2. Purpose

- a. The Regulations and Terms of Service describe what we expect of you as service users of the library. Equally, they show what you should expect from us.
- b. These regulations apply to:
 - i. anyone who uses the Canterbury Christ Church University or affiliated libraries, including registered students, staff, other borrowers, and visitors,
 - ii. all the University's library services, collections, facilities, and equipment.
 - iii. students studying for a CCCU qualification at a partnership institution* where the services and facilities have been granted as part of the Memorandum of Understanding between CCCU and the partnership institution
- c. Students on interruption should consult the Interruptions Policy for Students.
- d. Although the University welcomes users to its libraries from other educational institutions, business users and the public, access controls and restrictions are required in relation to anyone who is not a student or member of staff at the University. Please consult our visitor and membership pages for more information.
- e. It is your responsibility to familiarise yourself with this document and to observe the following:
 - i. The University Student Conduct
 - ii. The University HR Staff Code
 - iii. Digital Code of conduct
- f. Full website URL details can be found at the end of this document.

* These differ between partner institutions. Not all CCCU library services and facilities are available to partnership students. Please refer to the information provided by your institution.

3. Our shared expectations

a. ID Cards

- i. All CCCU students and staff are expected to always carry their CCCU ID Card/library card and other users should carry a form of ID for easy identification, in order to offer timely and meaningful support and help to ensure user safety.
- ii. You may be required to produce your CCCU ID Card/library card or other form of recognised ID when entering CCCU libraries and at the request of Library and Learning Resources staff or Security staff.
- iii. You are responsible for your CCCU ID Card. If your card is lost or stolen, you should report it immediately. CCCU staff and students should report it to the I-zone; other borrowers should report it to the library staff. A charge is normally made for replacement CCCU ID Card.
- iv. You must not lend or otherwise transfer your CCCU ID Card to anyone.
- v. The library will communicate with CCCU staff and students using your University email address. Visitors and other members will be contacted using the method and address specified on your membership application.
- vi. You are responsible for making sure that the library has your current address and contact details

b. Behaviour

- i. We expect shared respect and dignity, which means we will not tolerate the following anti-social behaviour from or towards anyone:
 - Demeaning, abusive, indecent, or offensive language or comments
 - Shouting and/or use of aggressive or inappropriate gestures
 - Threatening behaviour
 - Verbal or physical harassment
 - Any form of discrimination
- ii. Library users must respect that the library is a location for learning and teaching, adhering to the expected use of the library, as detailed in this document.
- iii. Library users must take care not to disturb others when eating or drinking, particularly in terms of noise and smell. Social spaces and cafeterias should be used for hot or smelly foods. Where social spaces are unavailable, users can consume foods in approved zones areas of the library with the expectation of minimising smell or noise disruptions.
- iv. User must respect the zone rules regarding noise. Failure to comply may result in you being asked to leave the zone or the library. Formal University conduct procedures may be instigated.
Expectations of behaviour in the zones can be found on the campus library web pages.
- v. Headphones should be used to minimise disruptions from audio from devices and the volume should be set so that the noise does not leak and disturb others.

- vi. Users must not sleep in the libraries. Sleeping users may be approached and advised to relocate and may be offered Student Wellbeing Service materials.
- vii. Users can use the library spaces for occasional private use, including searching and applying for jobs online, but cannot undertake paid work for external organisations or self-employment businesses using CCCU space and IT resources.

4. Our service offer

a. Services and support

You should expect continued excellent customer service. We will endeavour to:

- i. Follow GDPR (General Data Protection Regulation) policies and procedures.
- ii. Maintain self-service options for borrowing, renewal and returns.
- iii. Offer online access to support and library resources.
- iv. Provide open and transparent systems for feedback and a timely response.
- v. Offer guidance and support at any stage of your journey.
- vi. Provide an integrated and holistic service, coordinated with departments across the University.

b. Environment

Offering a safe, comfortable, and productive learning, teaching and research environment is essential to our library users. We aim to:

- i. Maintain opening hours, responding to the needs of our users according to the time of the year.
- ii. Provide timely communications about our opening hours.
- iii. Maintain a safe and clean building.
- iv. Provide sustainability options for recycling and waste disposal.
- v. Carry out regular health and safety reviews.
- vi. Ensure security staff/support is available and present throughout library buildings.

c. Resources

We aim to provide up-to-date and useful print and electronic resources for your academic studies and professional interests, and to include a range of sources on sustainability, equality, diversity, and inclusivity. We will endeavour to:

- i. Maintain a document delivery service.
- ii. Continuously develop and maintain LibrarySearch.
- iii. Working with IT Services, ensure library buildings are equipped with the right technology for study.
- iv. Carry out regular reviews of library stock.
- v. Ensure resources are available and easy to access for all.
- vi. Liaise with academic staff on stock selection and respond to student needs.
- vii. Process stock requests within recommended guidelines and budget

5. Using the library building

a. Health and Safety

- i. Library users must comply with the University Health and Safety regulations as set out on the Health and Safety website.
- ii. You must leave the building promptly when asked to do so by staff.
- iii. You must leave the building promptly and follow evacuation procedures if the fire alarm sounds.
- iv. Smoking and vaping in the building is strictly prohibited. Users should visit the marked smoking zones outside of the building for both smoking and vaping.
- v. If a child is brought into the library, the responsibility for appropriate supervision rests with the accompanying adult as set out in the University Under 18s policy.
- vi. Any under 18-year-old visitors, including children supervised by parents, should register as a visitor at Reception.

b. Personal property

- i. Library users are responsible for their own possessions. Do not use your personal belongings to reserve study spaces. Library or Security staff may remove any unattended items for security reasons.
- ii. If asked at the exit, you must show all library items you have with you. Security staff may also ask to inspect any bags you have with you.
- iii. You must not bring anything into the libraries which we believe could damage library facilities or items, or which could disturb or harm other users.
- iv. Lockers are managed electronically and are time-limited as shown in the associated instructions per locker unit. The University hold the right to conduct locker checks at any time and will complete annual checks of all lockers each summer to maintain the equipment.

c. Building property

- i. You must not mark, deface, damage, or improperly remove any library material or property from CCCU libraries. This includes library stock, fittings, furniture, or equipment.
- ii. University PCs and other equipment should not be unplugged or disconnected from the network.
- iii. Taking photographs and filming is not permitted in CCCU libraries without prior permission.
- iv. We may temporarily suspend access to any part of the collection or any section of the library at any time to facilitate work on the collections or the building. Where possible, arrangements will be made to allow you access to the material you require.

6. Memberships and visitors

- a. Membership of CCCU libraries with borrowing rights and access to electronic resources is available to all registered students and staff of the University.
- b. Partnership access to electronic resources will be dependent on the agreement between CCCU and the partner organisation. Users should connect with their home institution in the first instance.
- c. Membership of the Library with borrowing rights *may* be available to the following individuals upon application*:
 - Associates of the University,
 - Canterbury Christ Church University Alumni,
 - Students and staff from other Higher Education institutions within the terms of recognised reciprocal access schemes,
 - Members of the public,
 - Former CCCU staff, retired or with 20+ years of employment.
- d. If you have been granted access to the libraries of other institutions by virtue of your CCCU status, you must abide by the other institutions regulations. Any breach of these, or any other form of misconduct, will be regarded also as a breach of this Terms of Service.

*A membership fee may apply. For further information see our Memberships webpage.

7. Borrowing and charges

a. Borrowing resources

- i. You need a valid CCCU ID Card / library card to borrow materials from the library.
- ii. The number and type of items that can be borrowed depends on the user's membership. Details can be found on the library website.
Only registered CCCU students and staff can borrow 24-hour loan items.
- iii. You must not remove any item from the library without following the loan procedure.
- iv. Journals and items designated as "reference" and material from Archives and Special Collections must not be taken out of the library.

b. Returns and reservations

- i. Check your email and your library account regularly in case someone else has reserved a book you have on loan and for overdue notices.
You can access your library account via LibrarySearch using your University login and password (for CCCU students and staff). You should not disclose these details to anyone else.
- ii. You are responsible for all items borrowed on your library account until they have been returned and removed from your account.
- iii. You must return or renew items by the due date and time. Although we automatically renew 7-day and 4-week items that have not been reserved, it is your responsibility to check that they do not become overdue.
- iv. If another library user has reserved an item you have on loan, you must return it by the due date and time.
- v. If items are returned by post, you are responsible for them until they reach the library.

c. Overdue and missing resources

- i. Fines will be applied to overdue document delivery loans.
- ii. If an item you have on loan has been requested by another user, and you do not return it by the due date, you will not be able to borrow any new items until you return the overdue item.
Your library account will show if items are overdue. You may also be fined for overdue items that are reserved.
- iii. You should pay any library fines related to document delivery or charges for lost/damaged items as soon as possible.
You must pay them before leaving the University or applying to the SCONUL Access scheme for access to another higher education institution library.
- iv. If you believe there are legitimate reasons why you should not have to pay a fine for document delivery items, you have the right to appeal. Contact library.docdel@canterbury.ac.uk or library.salomons@canterbury.ac.uk
- v. If you lose, damage, or fail to return a library item for 14 days after its due date, we will charge you for the cost of replacing it. The cost of the replacement will be based on our direct suppliers, and we cannot accept alternative replacements.

8. Copyright and subscriptions' licences

a. Copyright

- i. You must act responsibly when using library items or digital resources that are protected by copyright. This means that when you print, photocopy, scan or download content, you should keep to the licence terms, or be clear when 'fair dealing' provisions in the law apply (for example for non-commercial research or private study).
- ii. Use the online Copyright Helper tool to help you decide whether (and to what extent) you can copy items for study/research purposes and comply with Copyright Law.
- iii. You should familiarise yourself with resources' licences and copyright policy (Guidance notices are displayed by the relevant equipment in the library).

b. Subscriptions

- i. Access to electronic resources is subject to license agreements and active subscriptions. Current registered CCCU staff and students at the University can access these resources via LibrarySearch and other databases/platforms using their University login and password. Visitors and other borrowers can access a limited number of digital resources available via the dedicated PC in Augustine House.
- ii. All users of electronic information resources must abide by the terms of the appropriate licences.

9. Implementation

- a. Any member of the Library and Learning Resources or Security teams have the authority to remind you of these regulations. If your behaviour is considered to be in breach of these regulations, we will ask you to comply with them.
- b. If you continue to break these regulations after having been asked to comply, we may:
 - i. ask you to leave the library;
 - ii. take the following disciplinary action:
 - students: in line with the University Student Conduct;
 - staff: in line with the HR Staff Code;
 - visitors and other borrowers: may lose borrowing rights and be refused entry to the library in the future. In such cases, refunds for memberships will be withheld.
- c. These regulations will be displayed on our website. Any suggestions for improvements to the service, feedback or complaints can be submitted to our online feedback form.
- d. The Director of Library and Learning Resources and University Librarian reserves the right to vary the regulations and terms of service on a temporary basis to reflect the operating context at the time and ensure service continuity. Temporary variations will be advertised via the library website.

10. Website links

- A. Borrowing
<https://www.canterbury.ac.uk/library-services/borrowing>
- B. Copyright Guidance
<https://www.canterbury.ac.uk/library-services/support-for-staff/copyright-guidance>
- C. Document delivery
<https://www.canterbury.ac.uk/library-services/borrowing/document-delivery>
- D. Health, Safety and Student Conduct
<https://www.canterbury.ac.uk/our-students/ug-current/support-services/health-and-safety>
- E. Interruptions Policy for Students
<https://www.canterbury.ac.uk/asset-library/policy-zone/Interruptions-Policy-Students-Staff.pdf>
- F. Library Feedback Form
<https://forms.office.com/r/e545icWzeU>
- G. Library Visitor Access
<https://www.canterbury.ac.uk/library-services/public-memberships-and-visitors>
- H. Online Safety, including Core Regulations for the use of IT
<https://www.canterbury.ac.uk/our-students/ug-current/support-services/health-and-safety/online-safety>
- I. Policy and procedures
<https://www.canterbury.ac.uk/about-us/policies-and-procedures>
- J. Requesting Resources
<https://www.canterbury.ac.uk/library-services/support-for-staff/requesting-library-resources>
- K. Safeguarding, including under 18s Policy
<https://www.canterbury.ac.uk/our-students/ug-current/support-services/health-and-safety/safeguarding-including-prevent>
- L. SafeZone
<https://www.canterbury.ac.uk/our-students/ug-current/support-services/health-and-safety/safety-support-and-safezone-app>
- M. The University HR Staff Code (internal only)
<https://cccu.canterbury.ac.uk/hr-and-od/policies-and-procedures/staff-code.aspx>