

Library & Learning Services (LLS) Rules

We have rules in place to help us maintain an environment that is conducive to study. They are intended to safeguard the interests of all library users and to ensure that everyone can make use of our collections and services freely and fairly. Whilst Library staff are committed to providing a high quality service, students are also expected to behave responsibly and considerately when using our libraries.

- Access to all UEL libraries is by **valid UEL identity card** only. Students and staff must carry their ID card with them every time they visit the library, and must show it to a member of staff or security when asked to do so.
- Loans or renewals may only be carried out on presentation of a UEL identity card. The person named on the card is responsible for all the items issued to that card.
- Loaned items must be returned when a recall notice is sent to the student webmail address. Charges will be incurred if items are returned or renewed after the due date.
- LLS staff and Student Administration must be informed immediately of lost ID cards.
- The replacement cost of any library materials lost or damaged beyond repair must be paid by the user in whose name they are loaned.
- Library users should inform LLS staff and the Hub immediately of any change of address. LLS accept no liability for missed notices or other information due to inaccurate or incomplete address details, or to other communication failures outside the control of the LLS.
- Silence must be maintained in designated areas and conversation should be kept to a minimum in quiet areas.
- Staff and students have the right to carry out their work and study in the University libraries without intimidation or aggression from others. This includes verbal abuse, racial harassment and intimidating behaviour. Any such incident will be dealt with under the University's Disciplinary Procedures. This will include the withdrawal of library facilities.
- Children under 16 accompanied by current UEL students/staff are permitted in the libraries on condition that, before entry, parents/guardians sign that they take full responsibility for the child's health and safety and behaviour. If a child is disturbing other library users the parent should take them out of the library. No other visitors are permitted to bring children into the library.
- Alcohol must not be consumed on library premises.
- Smoking, including smoking e-cigarettes, is not allowed in the libraries.
- Food is not allowed in the libraries.
- Library users must assist in maintaining a clean and tidy environment by disposing of any rubbish in the bins provided.
- Earphones must be used when listening to audio and the sound must be inaudible to others. Mobile phones must be set to silent mode.
- Sleeping is not allowed in the libraries.
- Kettles, bedding/quilts and electric heaters must not be brought into the library.
- A prayer room is available for students at both Docklands and Stratford Campus, and students are expected to use these facilities for prayer. If on occasion this is not possible, individual prayer may take place in a quiet corner of the library as long as it does not disturb or inconvenience other students.
- Work appropriate for studio/workshop spaces must not be carried out in the libraries. This includes modelling, cutting, gluing, painting and large drawings.
- Users are responsible for their own property at all times and should keep their belongings with them. Unattended possessions may be removed if they are likely to cause a security or health and safety hazard.
- Equipment (e.g. PCs) or materials which have been left for longer than 15 minutes may be assigned to another user at the discretion of the LLS staff on duty.

- LLS does not 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.
- Library materials may not be removed from the Libraries without authorisation. LLS staff and Security staff may ask to examine bags and possessions if the security alarm is triggered.
- Users found damaging or stealing LLS property will be subject to the full University Disciplinary Procedures.
- Any outstanding fines or other charges, including replacement costs, may result in library facilities being withdrawn until full payment has been made. All students will be expected to clear their outstanding fines and charges by the end of each semester.

LLS staff reserve the right to withdraw facilities from any user in breach of these rules.