

# **Rules, rights and responsibilities**

## Introduction

This document aims to outline the service that you can expect from the Library in order for us to meet the needs of all our users efficiently and effectively.

Please note that not all services mentioned below are available to all categories of users. Details of the entitlement for different groups of users are outlined in our registration entitlement policy and available on request.

## Access and Registration

A reference only service is available to all visitors to the library. This includes reference access to the physical stock, paid use of the photocopier and responses to simple information requests. Anyone wishing to use the Library must contact the Library staff on their first visit. Access to any other Library services is available to eligible registered members only.

- Everyone registering to use the Library will receive a membership card
- Please let Library staff know if there are any changes to your registration details
- Access outside of staffed opening hours is available to eligible members via swipe card at Shrewsbury Health Library and passcode at Telford Health Library
- The Library reserves the right to withdraw access from anyone suspected of abusing the facilities
- If you lose your membership card or out of hours access swipe card, please report this to the Library as soon as possible. This will allow us to cancel the cards on the system (and prevent anyone else from borrowing items or accessing the Library in your name)
- There is a £3 charge for replacing a lost access swipe card (to cover the cost of replacing/reprinting the card). The charge is refundable if the card is later returned to us in good working order
- If you leave please notify the Library staff and return your access swipe card to us
- Signing the Library registration form indicates understanding and acceptance of the Library regulations. Breach of the regulations could result in withdrawal of membership

## Environment and Security

The Library aims to provide a pleasant environment in which to find information, study, use the computers, receive help in finding resources or browse books, newspapers and journals. To help maintain this environment:

- Outside staffed opening hours please use your own access swipe card to access the Learning Centre at Shrewsbury. Access is for personal use of the registered user only. Users must not bring, or admit anyone else into the Library or share their access swipe card or access passcode. Letting someone else into the Library could lead to your out of hours access being withdrawn

- A silent study area is available if you want to work in a quiet environment. Noise here should be kept to a minimum. In all other areas quiet talking is acceptable, but please be aware of other users
- Anyone using the photocopying and scanning facilities must abide by the terms of current copyright legislation. The responsibility to comply with this legislation rests with the person photocopying user rather than with Library staff. Copyright guidance has been placed by the photocopiers and scanners
- If the fire evacuation alarm sounds constantly you must leave the building immediately (an intermittent alarm means that there is a fire nearby)

### **Use of IT facilities in the Library**

- Once you have registered for IT access, eligible members are welcome to use the IT facilities.
- Please report any problems you may have with any of the computers, printers or other IT equipment to the Library staff
- You should not use the IT facilities to carry out anything illegal or immoral, and you must take responsibility for your use of the machines, any software or other electronic resources available through them or the Library
- You should ensure that your use of resources does not contravene copyright, data protection or confidentiality
- Please ensure you follow health and safety advice on the use of visual display units, seating positions etc when using the computers
- Please do not eat or drink near the IT facilities

### **Use of Library Materials**

- You need to register before you can borrow anything from the Library. Most categories of user are entitled to borrow items but please check with Library staff
- Details of what is available in the Library and how to borrow items are available in the Guide to Library Services (available in hardcopy in each Library)
- You are responsible for anything that has been issued to you until it has been returned to the Library. Please do not lend your ticket or give your user number and password to other people
- Please try to return items to the Library in the same condition as when you borrowed them. You will normally have to pay the replacement costs of any item that you do not return or return damaged
- Please return all items to the Library on time. We will send out reminder emails for all items that, according to our records, have not been returned however fines are payable on overdue loans (with the exception of books from the leisure collection)
- Once you have been invoiced for an unreturned book you will not be able to borrow any further items until you have paid the invoice or returned the item
- If the Library is unstaffed, please ensure that all items you borrow are issued to you by filling in an issue slip at Telford Health Library or by using the self-service machine at Shrewsbury Library. Please do not abuse the system by signing out reference items or other items you are not entitled to borrow. Failure to sign out

items you remove from the Library is considered to be theft and appropriate action will be taken

### **Library Services**

- We can obtain books and journal articles not available in the Library on your behalf. As this can be a very time consuming and expensive service to provide we have to place some limitations on the level of service we can offer. For details of charges please ask a member of Library staff
- If you need to request an article, please fill in a photocopy request form with as many details as you have, sign it (for copyright purposes) and send it to the Library. The Library staff will, wherever possible, start to process your request within two working days of receiving it. If you submit more than 10 requests at a time, it may not be possible to start processing all of these within this timeframe.
- The Library staff reserve the right to return incomplete photocopy requests to users for clarification or further details.
- Please comply with copyright legislation when making your requests. The Library staff will refuse to process any photocopy request that we believe contravenes copyright legislation.
- Where the Library has borrowed an item for you, you are responsible for the safe return of the item to the Library for return to the lender. If the item is not returned by the date required, you will normally be liable for all charges incurred by Library, even if the item is later returned.

### **Enquiry service**

- Library staff will carry out enquiry work, literature searches and respond to requests for information for eligible members. When making an enquiry, please be as detailed as possible about the information you require, and please give as much notice as possible.
- Library staff can not carry out searches which are required for courses of study. However, we are happy to help a member carry out such a search

### **Feedback / Suggestions / Complaints**

- We welcome proactive suggestions and comments and would like you to influence the service by taking part in user surveys and focus groups when requested
- Feedback/suggestion forms are available from the Library and its web pages
- Suggestions or complaints will receive attention or acknowledgement from the relevant member of library staff within 15 working days

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