Library Services Regulations – Appendices
2017/18

L3 Library Services Regulation (Appendix)
2017/18

Library Services Regulations in force when a student registers and will normally apply until completion of the programme.

Regulations which supersede previous versions
L3.1 The following Library Services Regulations and their associated Appendices may be updated each academic year. These will supersede previous versions and will apply to all students irrespective of their first year of registration:

- approved ID, membership card or pass (L7)
- licensing and legislative provisions, library circulation procedures and borrowing limits (L12)
- library record and contact (L15).
You must use an approved ID, membership card or pass to enter and exit library spaces and must carry this ID, card or pass whenever they are using library facilities.

**Access and membership entitlements**

L7.1 The following are entitled to use all services and facilities provided for use by Library Services:

a) Registered students of King’s College London
b) University of London Intercollegiate Students
c) College staff of King’s College London.

L7.2 Members of these categories must present a King’s ID card or Day Pass to gain access.

L7.3 Access on Bank Holidays is restricted to holders of King’s ID cards.

L7.4 Other categories and individuals may use the libraries, although access may be limited. For example, access to electronic resources for which there are specific licensing constraints, is not available to some categories of User.

L7.5 You should check your entitlements via the library webpages before visiting.

**Requirements and conditions**

L7.6 You should check for relevant access and membership requirements via the library webpages before visiting.

L7.7 You must use an approved ID, membership card or pass to enter and exit library spaces. You must carry this ID, card or pass whenever you are using the libraries. It must be presented each time an item is borrowed and whenever it is requested by a member of Library Services staff, a College porter or a member of Security staff. Where the photograph is not clear, additional confirmation of identity may be required. Further details of approved ID, membership cards and passes are provided on the library webpages according to user category.

L7.8 If you lose your membership card, you should contact us immediately so that we can put a block on its use. You must get a replacement card immediately from the School Office/local Site Services Office/Student Services as appropriate.

L7.9 If your card is damaged or the barcode does not read with our equipment, you are also required to obtain a replacement.

L7.10 Without an approved ID, membership card or pass you may not be allowed access. Please speak to a member of library staff to find out if you are eligible for a temporary pass.

L7.11 If we find someone else using your membership card or pass, it will be confiscated and we will contact you.
L7.12 All College Users wishing to access Archives or Special Collections items must present a valid College identity card on arrival at the reading rooms. External users must present two forms of identification, one photographic and one proof of address.

L7.13 Users of the Archives will be required to complete a Reader Registration form on their first visit agreeing to abide by the rules governing the use of the Archives.

L7.14 Visitors to the Foyle Special Collections Library are required to sign the visitors’ book on arrival.
If your conduct falls below the expected standards, this will be regarded as a breach of Library Services Regulations, your identification may be requested, and a record kept and/or misconduct procedures initiated.

Acceptable and unacceptable behaviour

L9.1 The following examples are intended to help Library Users maintain appropriate conduct and understand the types of activity that may lead to cessation of services and/or sanctions under the College’s misconduct or disciplinary procedures. They should not be considered an exhaustive list.

L9.2 In order to help maintain a safe, clean and tidy environment conducive to study, we ask that you:

- a) Do not bring hot or smelly foods or alcohol into library spaces.
- b) Dispose of all litter responsibly.
- c) Ensure your mobile phone is on silent and only used in line with the Library Zoning Policy.
- d) Take responsibility for all your belongings whilst in our libraries. We are not able to accept responsibility for any loss of items left unattended in any library or stored in lockers within any library space.
- e) Do not leave anything of value unattended, even whilst you go to the shelves, the café or another part of the building. Library staff, porters or Security staff may remove items left for long periods.
- f) Present your approved ID, membership card or pass whenever it is requested by a member of Library Services staff, a College porter or a member of Security staff. Where the photograph is not clear, additional confirmation of identity may be required.
- g) Co-operate with requests to empty your bag for inspection. Library staff, Security staff or porters may ask you to empty your bag for inspection, particularly if the alarm sounds on exiting one of our libraries, as we need to be certain that no un-issued items are leaving the premises, either deliberately or in error.
- h) Do not use lockers to store un-issued library resources or any items that might be considered illegal, offensive or hazardous. We carry out regular locker inspections.
- i) Do not distribute or place any flyers, handbills, newspapers or literature within the library spaces without prior approval from the Marketing & Communications Manager.

L9.3 Unacceptable behaviour includes but is not limited to, the following types of activities (other than for properly supervised and lawful research purposes):

- a) Using the library in a way that disrupts, disturbs or interferes with others’ valid use of them.
- b) Creating, transmitting, storing or displaying offensive, indecent or obscene material.
- c) Creating, transmitting or displaying of material that deliberately and unlawfully discriminates, or encourages deliberate and unlawful discrimination on the grounds of race, ethnicity, gender, sexual orientation, marital status, age, disability, political or religious beliefs.
d) Creating or transmitting defamatory material or material which risks bringing the College’s name into disrepute.

e) Obtaining, transmitting or storing material where this would breach intellectual property rights. This includes downloading and file sharing of music, video and image files without permissions and/or appropriate payment to third parties.

f) Commercial uses unrelated to the interests of the College.

g) Uses of the College email system that is likely to cause annoyance or inconvenience, e.g. sending unsolicited email chain letters.

h) Deliberate waste of staff effort or library facility resources.

i) Deliberate corruption or destruction of another User’s data or violation of their privacy.

j) Deliberate use of the library in a way that denies or disrupts services to other users.

k) Deliberate personal use of the library that causes unwarranted expense or liability to be incurred by the College or otherwise impacts upon the delivery of services to others through its scale or nature.

L9.4 For illustration purposes, the following are some practical examples of unacceptable behaviour:

- Using somebody else’s ID card or login, or providing yours for somebody else to use.
- Using belongings to ‘reserve’ a space for an extended period.
- Making a phone call in a Silent Zone.
- Interrupting other Library Users at the Enquiry Desk.
- Threatening, intimidating or offensive behaviour towards others.
- Ignoring reasonable requests from library staff, such as requests to reduce your noise level or present your ID card.
- Highlighting in library books.
- Storing reference books in a locker.

**Misconduct procedure**

L9.5 Unacceptable behaviour will usually be addressed by a member of Library Services and/or Security staff in the first instance. We may adopt a variety of approaches: you may be asked to leave or move to an alternative space, you may have your name taken and a letter may be sent to your department, and/or you may be required to attend an interview with a senior member of library staff.

L9.6 The matter may also be referred or escalated as appropriate in line with College’s Misconduct Procedure, the College’s Ordinances and relevant Human Resources Regulations (academic staff), and the College’s Capability and Disciplinary Procedures (for staff other than lecturers, senior lecturers, readers and professors).

L9.7 For Library Users who are not members of the College, unacceptable behaviour may lead to sanctions including suspension or cessation of access to spaces, services, facilities and/or resources.
Library resources must be used only in accordance with appropriate licensing and legislative provisions, library circulation procedures and borrowing limits. Use includes the copying, storing, amending and transmission of information.

Library resources
L12.1 Since our resources are finite, our aim is to make them as widely available to everyone as possible. Funds are limited and in order to ensure that all students have an opportunity to consult and use the resources they need, some restrictions are in place to benefit everyone. Examples of library resources include:

- books
- journals
- theses
- DVDs and CDs
- online databases, journals and books (eresources)
- archival material.

Borrowing
L12.1 Borrowing entitlements and limits are set by the Director of Library Services.

L12.2 Books supplied on Interlibrary Loan from libraries outside the College are subject both to these conditions and to any other conditions that may be imposed by those libraries.

L12.3 No resources may be removed from a library without first having been properly issued (i.e. borrowed via the self-service kiosks). Some resources, such as print journals, Special Collections and Archive resources, are not available for loan and so must be read within the library. These are known as ‘reference only’ resources.

L12.4 The resources you borrow are for your use only and must not be passed on to another person whilst borrowed in your name.

L12.5 You are responsible for an item once it is loaned to you until it is returned from your record, regardless of your location (i.e. this still applies if you are in the library, abroad or on electives or placement off-campus). Your loans are subject to recall and return on or before the due date. You must be able to return items that are reserved by other Users. Guidance on how to borrow, renew and return items is available on the library webpages.

L12.6 Failure to receive notices for whatever reason cannot be accepted as a reason for late return of any item. You can monitor and manage your library record online via the Library Catalogue.

L12.7 Fines will be incurred on late returned items. You should keep the receipt issued by self-service machines on return of items as proof of return.

L12.8 If you withdraw from a course, are suspended or leave the College for any other reason, you are responsible for ensuring that your record is clear and that all items are returned and fines cleared.
L12.9 If you lose an item or realise that it has been stolen, you must inform us as soon as possible so that we can advise you on the best course of action.

L12.10 If an item is lost or stolen whilst issued to you, you will be required to pay for its replacement. Fines may also be payable in these circumstances. We advise that you check whether your home/contents insurance covers you in such eventualities. Alternatively you may supply a replacement yourself, subject to condition checking and approval by a member of library staff.

L12.11 The current fines limit before borrowing privileges are stopped is £20. If you have a very overdue item, you will need to return or renew it before further items are borrowed and further action may be taken to recover costs.

Books and other loanable resources
L12.12 Details of borrowing entitlements, limits and loan periods are available on the library webpages.

Laptops
L12.13 Laptops are available for use by King’s students only. In addition to the above general conditions, those borrowing laptops are required to agree to the Laptop Loan Declaration. The laptop must be returned to the same library from which it was borrowed.

These submitted by students of the College
L12.14 Any Library User wishing to consult a thesis must first sign an undertaking to respect the author’s copyright.

Eresources (databases, e-books and e-journals)
L12.15 King’s College London’s access to electronic resources is determined by the terms and conditions set out in existing agreements between the College and publishers that grant access to this content. These are usually available on the publisher’s website. By making use of the resources you accept the terms and conditions. If you have any queries about permitted use of electronic resources, you should email libraryservices@kcl.ac.uk.

A general overview of the terms and conditions is provided below and you are reminded to ensure that you comply with them whenever accessing eresources.

L12.16 Permitted uses

Provided your access to eresource content is for non-commercial, personal use (e.g. private study, teaching or research), and unless the eresource platform specifically allows higher limits for a given item, you may:

a) download, print or save a single copy of an article from an e-journal
b) download, print or save a chapter or 5% of an e-book
c) print single copies of or save limited extracts from a database.

L12.17 Not-permitted uses

a) manual or automated systematic downloading of e-resource content
b) access e-resources for commercial purposes
c) make multiple copies (either print or electronic) of an e-journal article
d) download a whole e-book or more than 5%
e) sharing resources or passwords with people who are not King’s staff or students.

L12.18 Further restrictions

Certain e-journals and databases are either only accessible on campus or require a specific password. Details are provided on the passwords for e-resources Intranet page.

Archives and Special Collections

L12.19 Resources in Archives and Special Collections may be consulted in designated reading rooms only: the Michael Howard Reading Room for Archives and the Foyle Special Collections Library for Special Collections.

L12.20 Archives will be retrieved from vaults on receipt of signed application slips. They may not, however, be borrowed and neither closed access storage areas nor vaults may be browsed or made available digitally.

L12.21 The Director of Library Services, or designated manager, reserves the right to restrict access to these collections for any reason including the following:

a) further use prior to conservation would cause damage to the original
b) the item is being displayed in an exhibition or being digitised
c) the collection is un-catalogued
d) it is covered by the Data Protection Act or an access exemption under the Freedom of Information Act.

Making copies

L12.22 All copying is subject to copyright law and licence terms.

L12.23 Any photocopies you make within our libraries must be within the provisions of the licence granted to King’s College London by the Copyright Licensing Agency Ltd, paying particular attention to the extent limits, i.e. how many pages you can copy of any one resource. Details of this licence – the CLA Higher Education Licence for Photocopying, Scanning and Digital Use – are displayed near photocopiers/printers, together with instructions for using the machines.

L12.24 NHS Library users are covered by a CLA Licence for the NHS. Visit the King’s copyright webpages for details

L12.25 For further information and guidance on copyright and licensing Library Users should consult the King’s copyright webpages or a member of library staff.
L14 Library Services Regulation (Appendix) 2017/18

The Director of Library Services reserves the right to charge for spaces, services, facilities and resources. You must read the library charges and fines information on the library webpages before use and pay all applicable charges and fines.

Library charges and fines
L14.1 The Director of Library Services is responsible for levying charges on any library use for which a charge is made.
L14.2 A charge is made for selected services in order to cover all the costs associated with providing them.
L14.3 Library Users will also be charged overdue fines for late return of borrowed items in order to help maintain equitable access to library resources.
L14.4 A list of charges and fines is available on the library webpages.

Other charges
L14.5 Certain other charges may be passed on to us from the College and are thus passed on to the Library User who incurred that charge. For example, the College currently passes on the £25 incurred by the Finance Department each time a bounced cheque is received.
L14.6 You may also be required to pay for activities or services which are provided within library spaces but managed by other divisions. Examples include printing, photocopying and replacement ID cards. The Director of Library Services is not responsible for levying these charges. However, for convenience, library staff may provide information and support you with the payment process.

Payment and procedures
L14.7 If you have outstanding fines of £20 or more, your borrowing rights will be suspended until the fine total is reduced to less than £20.
L14.8 Information about payment methods is available on the library webpages.
L14.9 You should remember to take the receipt provided as proof of payment of fines and keep it safely.
L14.10 Library Services is unable to offer refunds. If you have any concerns about a charge or fine, you must speak to a member of staff before paying.
L14.11 If you wish to appeal against any charges on your library account you may be required to provide documentary confirmation, such as a medical certificate or a letter from your tutor.
L14.12 If you still have any outstanding books not returned by the end of your course, or fines and charges left unpaid, we may take further action to recover the costs including reporting to the College and referral to an external recovery agency.
L15 Library Services Regulation (Appendix)
2017/18

It is your responsibility to monitor your library record (for example, the due dates of items on loan) and ensure Library Services has your up to date contact details.

Communication to and from Library Services
L15.1 If you have a King’s institutional email address, we will use this to communicate with you. If you do not have a King’s institutional email address, we will use the email address you have supplied.

L15.2 Our communication to you may include invitations to provide feedback and input into service improvement.

L15.3 We will advertise all the ways for you to contact us via the library webpages. If in doubt, use the email libraryservices@kcl.ac.uk or visit a Library Enquiry Desk.

L15.4 We recommend that you familiarise with the self-service facilities provided. For example, you can make book renewals via the Library Catalogue 24/7/365 without contacting library staff.

L15.5 We will endeavour to ensure our notification services are reliable, however technical issues may arise from time to time.

L15.6 You are responsible for monitoring your library record (for example, due dates of items) and reporting any concerns about your record or notifications to us as soon as possible.

L15.7 You are responsible for ensuring that we have your latest contact details, including term time and home addresses.

Details of review

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<tr>
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