

## Library regulations

The Library expects that:

- Library users and staff treat each other with respect and consideration.
- Library users and staff respect private and University property.
- Library users comply with requests made by Library staff and security officers.
- Library users act in a manner consistent with these regulations and other Library policies.

### A. Membership and access

1. Students and staff of the University, Members of the Council, Fellows and Honorary Associates, are entitled to free membership of the Library.
2. Intercollegiate students attending the University as an integral part of a taught course are entitled to free membership of the library. Students studying a course with a partner organisation may be entitled to free membership of the Library, subject to the arrangements for their course.
3. Alumni and retired staff are entitled to free membership of the Library, subject to the [external users guidelines](#).
4. Members of external organisations may be granted permission to use the Library, subject to the [external users guidelines](#). In some instances, charges may apply.
5. All members of the public can have free reference access to the Library, subject to the [external users guidelines](#).
6. Personal assistants accompanying Library users with disabilities are entitled to access to the Library.
7. At the discretion of the Director, Library access might be restricted during busy periods.
8. Visitors and external users may be required to give advanced notice before visiting the Library. Advanced notice and permission are required before groups of visitors are admitted to the Library.
9. Staff and students bringing children under the age of 18 to the Library must supervise them at all times.
10. All users within the Library may be required to present their membership cards, or other form of identity if requested to do so by a member of the Library staff or security officer. Library cards are not transferable. Their loss should be reported immediately.
11. External users must inform the Library of any change of name or address.

### B. Borrowing

12. Most Library material on the open shelves may be borrowed unless already requested by another user. The number and duration of loans may vary and will be outlined on the [Library website](#).
13. No items may be removed from the Library without first being issued.

14. Items loaned to a user are for their personal use and may not be transferred to another person. They remain the responsibility of the user until returned to the Library and the loan is cancelled.
15. All items on loan must be returned by their due date and time.
16. Any item may be renewed if not required or reserved by another user, provided no outstanding fines exist on the user's record. If an item is requested by another user, it must be returned without delay.
17. Library [fines](#) may be charged for the late return of items.
18. Library staff will not be held responsible for non-receipt of communications from the Library regarding overdue or recalled material or other matters.

### **C. Conduct**

19. Users are expected to show responsibility, respect and consideration to others in maintaining an environment suitable for study, in line with the University student conduct [regulations](#)
20. Users are required to vacate the Library at designated closing times, upon hearing emergency sirens or at other times when requested by Library staff.
21. Conversation and noise are acceptable in group study areas of the Library but should be kept to a minimum so as not to disturb others.
22. Some areas are designated for silent study only and/or for specific user groups. All Library users should consider others and take all conversation and noise away from these silent study areas.
23. Mobile phone conversations are permitted in group study areas but should be kept to a minimum so as not to disturb other users. Mobile phone conversations are not permitted in silent study areas.
24. Study places may not be reserved for longer than 45 minutes and only in accordance with the Library's current study space reservation process. Library staff may remove any item left at an unoccupied place after 45 minutes.
25. Personal property is brought into the Library at the owner's risk and may be inspected by the Library or Security staff at any time. Users should not leave personal belongings unattended at any time.
26. With the exception of mobility aids, personal transportation vehicles may not be used in the Library.
27. With the exception of assistance dogs, animals are not permitted in the Library in line with the University [policy](#).
28. Consumption of food and non-alcoholic drinks is permitted in the Library, but users are asked to take all rubbish with them when leaving the premises, or use the bins provided. Please be considerate towards other users when consuming food or drinks.
29. Smoking or vaping (including the use of e-cigarettes) is forbidden in the Library and on the Study Terrace, in line with the University [smoking policy](#).
30. The Library is an alcohol and drugs free zone and users will be asked to leave the premises if found to be under the influence or in possession of alcohol. Possession, use, or supply of illegal drugs on the Library premises will result in actions in line with the University [alcohol, drugs and substance misuse policy](#).

31. Filming or photography in the Library or on the Study Terrace requires permission from the Director or their representative and is subject to the [Guidelines on Filming and Photography in the Library](#).
32. Advertising in the Library is only permitted with the authorisation of the Director or their representative. All unauthorised leaflets and posters will be removed.
33. Users are forbidden to deface, damage or interfere with Library material, equipment, furniture or fixtures.
34. Users of the Library's services and collections are obliged to abide by current legislation on copyright, data protection and computer misuse. The use of photocopiers must comply with the terms of the Copyright, Designs and Patents Act 1988, as amended in 2014, and users will be held personally responsible for any breach of this and related legislation. When using IT equipment or software [IT regulations](#) should be adhered to at all times.
35. It is essential that all Library users are familiar and comply with copyright legislation as outlined [here](#)
36. The Library is a dedicated study area and does not provide space for recreational or extra-curricular activities. Events organised by, or in conjunction with Library Services are excepted from this.

#### **37. D. Penalties**

38. Users failing to observe borrowing regulations may be subject to fines and to suspension of borrowing privileges, unless extenuating circumstances have been presented.
39. Users responsible for damage to or loss of Library content and equipment including laptops will be required to pay the full replacement cost, and an administrative fee will be charged.
40. In the case of a user attempting to steal or damage Library property, or having been discovered to have done so, the matter will be referred to Security staff in line with [University regulations](#).
41. Users failing to observe silence in designated silent study areas may be asked to leave the Library premises and may risk suspension of borrowing privileges for specified periods.
42. Serious or persistent offences against Library regulations will be dealt with in accordance with [University regulations](#).
43. The Director of Library or their representative reserves the right to refer serious matters to University Security or the police.

#### **E. Guarantee of service**

44. The Library is committed to providing the highest possible levels of service to all our users. Your opinions on our services are always welcome and can be emailed to [library@rhul.ac.uk](mailto:library@rhul.ac.uk).
45. All feedback or complaints about the Library will be answered and followed up according to these procedures.