



# Library Code of Practice

## 1 Introduction

The University Library is part of the University's Information Services Division, along with Corporate Information and Computing Services. It is a major resource for students, researchers and staff, giving access to print materials, electronic resources, and a wide range of materials in other formats such as microform and video. This Code of Practice aims to make your use of the Library as productive as possible, while setting out some of the basic terms and conditions that apply.

### 1.1 Other documents

To find out more about the Library and use of its services and facilities, you should read this Code of Practice in conjunction with the following documents:

#### 1.1.1 Service Level Agreement

A [Service Level Agreement](#) covering the Information Service Division maintains the quality of Library services. A Service Quality Team, whose membership includes representatives of the main user groups, monitors the SLA.

#### 1.1.2 Strategic Plan

The Library publishes annually a [strategic plan](#) with a rolling three-year forward look.

#### 1.1.3 Library Regulations

Regulations relating to the Library list the most important conditions attaching to access to and use of the University Library and its services and facilities. They are published in Part I of the University Calendar, and can be consulted at any Library service point. It is a condition of use of the Library that every user is aware of the terms of the Regulations.

#### 1.1.4 Library Web

[The Library's web pages](#) give full details of services and facilities, and direct links to a wide range of electronic information, including e-journals, subject databases and ebooks.

#### 1.1.5 Library guides

The Library provides printed guides to many of its services; these are available from all larger service points and can be viewed or printed from the Library web.

## 1.2 Committees

The work of the University Library and CiCS is overseen by the Information Services Committee. The Library User Group, which reports to the Information Services Committee and includes in its membership a wide range of user interests, acts as a forum for discussion of current service issues and new developments.

## 1.3 Organisation of the University Library

The University Library is organised into four operational Divisions, plus a Department of Special Collections and Library Archives. There are 10 library sites. Full details of access and opening hours are given at: <http://www.shef.ac.uk/library/libsites/opengen.html>

| Site   | Subject coverage   |
|--|--|
| Western Bank Library   | Sciences (animal & plant sciences; biomedical sciences; molecular biology & biotechnology; mathematics - applied, probability & statistics, pure; earth sciences; physics). Arts & humanities; architecture; East Asian studies; social sciences (except economics; information studies; management); environmental studies; urban studies; geography (including maps), town and regional planning; urban studies; landscape architecture; developing countries; law |
| St. George's Library   | Engineering, Computing, Management, Information studies, Leisure management, TILL collection   |
| Health Sciences Library at: <ul style="list-style-type: none"><li>Royal Hallamshire Hospital</li><li>Northern General Hospital</li></ul> | Clinical medicine, Dentistry, Nursing  |
| Information Commons  | Collection of 100,000 books on all subjects, aimed at undergraduate and postgraduate course needs  |

## 2 Eligibility to use the Library

(see also Regulations 2-6)

### 2.1 University staff and students

All staff and students of the University are entitled to use the Library for reference and borrowing purposes. The Ucard is also the Library card and shows the Library number as a barcode.

### 2.2 NHS staff and students

Employees of NHS institutions within Sheffield, including all NHS Trusts, Primary Care Groups, and students of other institutions on clinical placements within a Sheffield NHS Trust or other NHS institution may register with the University Library as borrowers. More details are given on the [Library's web pages](#). Note that University computing services are not generally available to NHS members of the Library, so

access to many electronic resources will be restricted. NHS clinicians holding Honorary contracts with the University (for example as Honorary Clinical Tutors) are granted similar Library privileges to those applying to academic staff, and may register to use University computing facilities.

### 2.3 Other users

Members of certain other academic institutions and of the local community may register with the University Library as external users. Full details are given in the guide [Library services for visitors](#). A fee is charged in some cases. Library membership does not give access to the University computing network, and most electronic services will not be accessible. Under 16s must be accompanied by a parent or other responsible adult.

### 2.4 Change of address

Registered Library users must inform the Library of any change of address. **Students** should notify a change through the Student Services Web page: <http://www.shef.ac.uk/ssid/record/> **Staff** should notify their Department. External users should inform a member of Library staff at a Library Counter .

## 3 Library services

The Library provides a range of services. The following points should be borne in mind by users.

### 3.1 Access to its holdings in print and other formats

Access to library materials for reference purposes is available to all registered Library users, and, at the Director's discretion, to non-members who require access to materials not available elsewhere. Where material is held in stacks and needs to be collected by Library staff, there may be a delay. For licensing reasons, access to most of the Library's electronic material is restricted to University staff and students.

### 3.2 Loan of materials to registered users

Library materials are available for loan in a number of categories, depending on anticipated demand for the material. Full details are give at: <http://www.shef.ac.uk/library/services/borrow.html>

Users should treat Library materials, including those obtained from other libraries, with care. A charge will be made for damage caused whilst materials are on loan. Materials borrowed from the Library should not be taken out of the United Kingdom without written permission of the Director of Libraries. Fines will be charged where materials are not returned by the date stamped or written in the item or by the date specified when an item is recalled for another user. Full details are given on the Web as above. Users can check which books are available to them, and the date due for return on **Star**, the Library catalogue. Users of self service issue should write the date due for return on the date label of the book.

### 3.3 Opening hours and study facilities

Library opening hours are noted at: <http://www.shef.ac.uk/library/libsites/branches.html>

The Library endeavours to maintain full posted opening hours, but occasionally staff shortages, particularly in smaller branches, can result in closure. Opening hours will be reported as part of the Library's Service Level Agreement. Study places are available in all Libraries. Open access computers are available in most libraries. These are available to University members only.

### **3.4 Special Collections**

Special collections and archives held by the Library are listed in *Star*, the Library catalogue, and on the Library's web pages: <http://www.shef.ac.uk/library/special/special.html>

Access to Special Collections material is restricted to certain categories of users, who must observe strict conditions relating to care and handling of items. Archives are unique and other special collections may be rare or in a fragile condition. For this reason, special security arrangements and conditions of use apply. Users should consult the Curator of Special Collections on all aspects of use.

### **3.5 Communication with users**

#### **3.5.1 Email**

The Library communicates with University users through email wherever possible. This is the most rapid and cost effective method of ensuring that reservation, recall, overdue and document supply letters reach our users. Most students will already be set up to receive such letters by email. Users may opt to receive notices through the post. Please ask at a Library Counter.

#### **3.5.2 World Wide Web**

Full details of Library services are available on the Library's web pages at <http://www.shef.ac.uk/library/>, including details of Libraries and opening hours, printed and electronic resources through *Star*, the Library Catalogue, and instructions on how to access and use the Libraries' services.

#### **3.5.3 Messages**

Library staff cannot undertake to locate individual users on Library premises in order to convey messages.

## **4 Behaviour in Libraries**

Library users are expected to:

- behave in a way that respects the needs of others for a quiet environment, conducive to study and research
- treat Library staff with respect and courtesy at all times
- refrain from violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language

### **4.1 Noise**

Except in areas designated for Group Study, users should keep conversation and other noise to a minimum. In particular electronic and electrical devices that cause disturbance to other users should not be used, for example personal stereos. Mobile phones should be switched off at all times in the University Library (with the exception of the Main Library's mezzanine and ground floor foyer areas).

### **4.2 Portable computers**

Portable computers may be used in University Libraries. Users are responsible for the safety and security of their equipment. Staff may request that portable computers are moved or removed if they are not used appropriately, for example, if cables are a tripping hazard, or if use disturbs other users.

### **4.3 Eating and drinking**

Eating and drinking are not permitted in the University Library unless otherwise stated. The ground floor of the Western Bank Library is excluded from this provision.

### **4.4 Bags, cases and umbrellas**

Bags cases and umbrellas may be brought into library sites, except where specifically prohibited by local notices, but care must be taken to place them to ensure that they do not cause a tripping hazard. Bags must not be placed unreasonably, for example to deny other users study space or seats. Any member of Library staff may ask to inspect bags which could conceal Library materials when users are leaving the Library. For security reasons, bags and belongings should not be left unattended. Thieves often target purses and wallets left in this way. Library staff may remove unattended bags.

### **4.5 Visitors**

Library members may bring small numbers of visitors into the Library for the purposes of showing them the facilities. Care should be taken not to disturb other Library users. Contact the Library if you wish to arrange a tour for a larger number of visitors.

### **4.6 Harassment**

Users who disturb or harass other users may be asked to leave by any member of Library staff (Regulation 12).

### **4.7 Staff areas**

Certain areas of the University Library are set aside for library staff use only. Users should not attempt to enter these areas unless accompanied by a member of Library staff.

## **5 Legal responsibilities**

### **5.1 General**

Library members and Library users must adhere to the legal and regulatory framework within which the Library operates.

### **5.2 Copyright**

Copyright is important. Users of photocopying and printing facilities must comply with the provisions of all applicable copyright legislation (including, but not limited to, the Copyright Designs and Patents Act 1988), and licences (including the Copyright Licensing Agency's blanket licence for higher education). Basic information about copying restrictions can be found next to each public photocopier.

### **5.3 Licences**

In addition to the Copyright Licensing Agency's licence governing photocopying, access to many electronic resources (including databases and electronic journals) is subject to licences, which contain important conditions that users must observe. Such conditions may include users' location, restrictions relating to commercial use or use in connection with commercially sponsored research, and limits applying to downloading, copying or printing. Users are responsible in every case for apprising themselves of applicable licence conditions, and must undertake not to breach them. In most cases information about licence conditions relating to specific resources can be accessed on the Library's web pages.

## **5.4 University liability**

The University accepts no responsibility for the quality or usefulness of information or data produced by third parties and supplied by or through the facilities of the University Library, and accepts no liability for any loss damage or other claim arising from use of such information. The University does not guarantee the availability of library services, either at physical premises or delivered by the campus network.

## **6 Penalties**

### **6.1 General**

The Library's objectives include maximising the use of its collections and facilities by making them accessible and easy to use. As provided by Regulations 11 to 14, however, the Library is authorised to impose penalties for improper use of the Library. You should let the Library know as soon as possible if you are ill or unable to return items on time for other reasons. Inform the Counter Supervisor in the first instance if you feel that the Library has made a mistake. If no agreement can be reached, the Counter Supervisor will explain how your complaint can be escalated in line with Library Regulations.

### **6.2 Fines**

Fines are levied for the late return of library materials, including short-loan, 3-day loan and 1-week loan items. Fines are also charged for the late return of items recalled for another user (note that items may be recalled during the summer vacation), for uncollected interlibrary loans, and may be imposed for theft, loss of, or damage to library materials, in addition to the applicable replacement costs. Information about the [current level of fines](#) is shown on the Library's web pages, and displayed at service points.

### **6.3 Other penalties**

#### **6.3.1 Suspension of borrowing rights**

Users' borrowing rights will normally be suspended when items become overdue for return, and are reinstated when items are returned and any applicable fines and charges have been paid.

#### **6.3.2 Exclusion from Library premises**

The Director of Library Services or a member of staff acting on his/her behalf may require any user to leave Library premises immediately on reasonable suspicion of inappropriate or inconsiderate behaviour.

#### **6.3.3 Disciplinary action**

A breach of [Regulations](#) by University students or members of staff may lead to appropriate disciplinary action being taken.

## **7 Further information**

Library users who want further information on any aspect of the provisions or operation of this Code of Practice should consult the additional documents listed in section 1, or contact the University Library directly at: [library@sheffield.ac.uk](mailto:library@sheffield.ac.uk)

September 2002