Library regulations

The Library's Aims

- To support the College's teaching and research by collecting, conserving and disseminating information acquired in whatever format is appropriate (print and electronic, etc.).
- To provide services that assist and encourage users to make the best possible use of the Library's collections and of sources of information available within the wider University of London, throughout the United Kingdom and beyond.
- To provide an environment conducive to productive study and research in the Library.
- In pursuit of these aims the Library expects that:
  - Library users and staff treat each other with respect and consideration.
  - Library users and staff respect private and College 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.

The Library's regulations

A. Access

1. Members of the Council, Fellows, Honorary Associates, members of staff of the College, registered students, retired staff, and alumni are entitled to free membership of the Library (subject to specific conditions outlined in the external users policy).
2. Intercollegiate students attending the College as an integral part of a taught course are entitled to free membership of the Library.
3. Members of external organisations which have been granted permission to use the Library under specified conditions are entitled to membership. In some instances, charges may apply. Please see our website for further information about membership schemes for external users.
4. All members of the public can have free reference access to the Library. At the discretion of the Director, library access might be restricted during busy periods.
5. Children under 18 must be supervised by an adult at all times in line with the College policy.
6. 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.
7. Advanced notice and permission are required before groups of visitors are admitted to the Library. Please contact the Library for further information.

B. Borrowing

1. Most library material on the open shelves may be borrowed unless already requested by another user. Print journals can only be loaned at the discretion of the library (contact the Library Helpdesk for details).
2. Borrowing library material is subject to the loan policy which is informed by academic reading lists and research requirements. If you are registered with the Disabilities and Dyslexia Service (please check the enhanced loan policy).
3. No items may be removed from the Library without first being issued.
4. Items loaned to a user are for the personal use of that user and may not be transferred to another person. They remain the responsibility of the user until returned to the Library and the loans cancelled.
5. All items on loan must be returned by their due date and time.
6. 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.
7. Library fines will be charged for the late return of items.
8. Library staff cannot be held responsible for non-receipt of communications from the Library regarding overdue or recalled material or other matters.

C. Conduct

1. Users, staff and other members of the public have the right to feel safe at all times whilst within the library premises, and are expected to show responsibility, respect and consideration to others in maintaining an environment suitable for study.
2. Smoking or vaping (including the use of e-cigarettes) is forbidden in the Library and the Study Terrace, in line with the College smoking policy.
3. 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.

4. Some areas are designated for silent study only. All library users should consider others and take all conversation and noise away from these silent study areas.

5. 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.

6. 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.

7. Consumption of food or 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 others when consuming food or drinks.

8. Personal property is brought into the Library at the owner’s risk and may be inspected by the library staff at any time. Users should not leave personal belongings unattended at any time.

9. Segways, hoverboards, skateboard, bicycles, scooters, motorbikes, or any other such personal transportation vehicles (other than mobility aids) may not be ridden in the Library.

10. With the exception of assistance dogs, animals are not permitted in the Library in line with the College policy.

11. Users are required to vacate the Library at designated closing times, upon hearing emergency sirens or at other times when requested by library staff.

12. Filming or photography in the library and on the Study Terrace requires approval from library staff and needs to be planned in advance. Requests need to be sent to library@rhul.ac.uk. The aim is to respond to requests within five working days. Further guidance on filming/photography can be found here.

13. 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 College alcohol, drugs and substance misuse policy.

14. Advertising in the Library is only permitted with the authorisation of the Director or their representatives. All unauthorised leaflets and posters will be removed.

15. Users are forbidden to deface, damage or interfere with the Library material equipment, furniture or fixtures.

16. The Director of Library or their representative reserves the right to refer serious matters to College Security or the police.

17. 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.

18. Users must comply with the terms of licence agreements that the College signs with information suppliers.

19. Registered users must inform the Library of any change of name or address.

20. The Library does not provide space for academic teaching, sports activities, social and political events or religious observance. Excepted from this are agreed specialised art store and archive collection classes.

21. All feedback or complaints about the Library will be answered and followed up according to these procedures.

D. Penalties

1. Users failing to observe borrowing regulations will be subject to fines and to suspension of borrowing privileges. Fines should be paid at once and in full unless extenuating circumstances have been presented.

2. 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.

3. 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 College regulations.

4. 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.

5. Serious or persistent offences against Library regulations dealt with in accordance with College regulations.

E. Guarantee of service

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.