

Library User Rights and Responsibilities

We will:

- provide information resources (books, journals, e-resources, DVDs, equipment, etc.) to support learning, teaching and research at the UAL.
- communicate with you using your UAL email account.
- give you opportunities to help us to improve our services by giving us feedback e.g. via course committee meetings, surveys, feedback forms and boards, ASK, or speaking with a member of staff.
- act upon queries reported to us and communicate with you to resolve problems.
- offer induction for new students and ongoing information/research skills sessions.
- provide [Library guides online](#) for more information about our service.
- provide a variety of learning environments to support your study and research.
- provide a clean and tidy environment, including facilities for recycling where possible.
- treat all users fairly and with respect and courtesy.
- follow health and safety regulations to ensure a safe environment is provided.

You will:

- Please use and loan library items appropriately and do not damage or deface them.
- pay for items you damage, lose or fail to return.
- ensure items are issued before leaving the library.
- return all borrowed items by the date they are due, and if they are reserved by others.
- ensure all returned items have been discharged from your record and report any queries or errors
- have no overdue loans or fines/charges over £10 in order to borrow or renew items.
- return all items and pay any fines/charges before your exam board sits, you leave the university, or you take time out from your course.
- check your university email to receive communications from us.
- adhere to the [Library Services Code of Conduct](#)
- borrow DVDs and videos on the understanding that they are for educational use only and must not be copied.
- follow UK [legal guidelines](#) on display in Library Services when using printing and copying facilities.
- abide the [IT Network and Acceptable Code of Use Policy](#).
- treat all staff and users with respect and courtesy.
- follow the UAL [Disciplinary Code for Students](#) and respect that inappropriate, offensive, abusive, aggressive, anti-social or discriminatory behaviour and language will not be tolerated.
- leave immediately on hearing the fire alarm or when asked to do so in an emergency.
- allow staff to check your belongings if the exit alarm sounds.
- take responsibility for your personal property.
- not use electronic cigarettes in Library Services spaces.

If you do not follow these principles and the Code of Conduct:

- your behaviour or actions may be reported to Programme Directors and Deans.
- you may be asked to leave the premises.
- your rights to borrow items or use Library Services resources may be suspended.
- action may be taken under the [Library Services Policy for Minor Misconduct](#).
- disciplinary or legal action may be taken under the [Disciplinary Code for Students](#).

Security systems including CCTV are in operation.

Library Services complies with:

- University Student Charter Disciplinary Code for Students
- IT Network and Acceptable Code of Use Policy UAL Health and Safety policies
- General Data Protection Regulation (GDPR)
- Freedom of Information Act (2000)

Related library policies can be found at the bottom of the [Using the Library web page](#).