

Libraries & Collections Policy	
<b>Policy category</b>	Academic
<b>Subject</b>	Library & Collections Policy
<b>Responsible officer</b>	Executive Director of Education & Students
<b>Delegated authority</b>	Director of Libraries & Collections
<b>Related university policies and regulations</b>	<a href="#">Non-Academic Misconduct Policy</a> <a href="#">Equality, Diversity &amp; Inclusion Policy</a> <a href="#">Health, Safety and Welfare Policy Statement</a> <a href="#">IT Acceptable Use Policy</a>
<b>Related procedures</b>	N/A
<b>Approving authority</b>	Academic Board agreed to delegate authority for the approval of the Library Policy to College Education Committee
<b>Date of approval</b>	20 March 2024
<b>Effective date</b>	20 March 2024
<b>Supersedes</b>	13 January 2021
<b>Review date</b>	March 2027

## I. Purpose & scope

The purpose of this policy is to ensure that King's Libraries can be used safely, lawfully, and equitably in line with the University's commitment to the rights and responsibilities of the individual to equality, respect, and privacy.

Our aim is to make our resources as widely available to everyone as possible. Funds are limited and, to ensure that all Library Users have an opportunity to consult and use the resources they need, some restrictions are in place to benefit everyone.

This policy covers any activity involving use of spaces, services, facilities, or resources provided or managed by Libraries & Collections, including libraries, archives, third-party and online services.

This policy applies to all Library Users.

Libraries & Collections Policy is considered to be in force from when a Library User registers and will normally apply until:

- completion of the programme in the case of students.
- end of contract in the case of staff
- expiry date of library membership card in case of visitors.

The Libraries & Collections Policy and its associated Appendices may be updated each academic year. These will supersede previous versions and will apply to all Library Users irrespective of their first year of registration:

- access arrangements, including approved ID, membership card or pass (Appendix 1)
- conduct, including acceptable and unacceptable behavior (Appendix 2)
- licensing and legislative provisions, library circulation procedures and borrowing limits (Appendix 3)
- charges (Appendix 4)
- communications, including library record (Appendix 5).

In addition to the Libraries & Collections Policy, Library Users must also comply with all other relevant regulations, policies and procedures as indicated in Non-Academic Misconduct Policy. The content of these will not be repeated in the Libraries & Collections Policy but will be reflected in any guidance we provide. Examples include:

- You must take reasonable care for your health and safety and that of others in line with the Health, Safety and Welfare Policy Statement. This includes paying attention to Health & Safety signage in the libraries and following evacuation instructions from staff.
- If you are utilising services, facilities and resources provided or managed by IT, you must follow the IT Acceptable Use Policy. IT includes student computers, printing facilities, charging equipment, AV equipment, Internet, University networks, and IT credentials.
- You must behave respectfully and appropriately at all times in line with the Non-Academic Misconduct Policy.
- You are responsible for meeting the University's commitments to value diversity and create an inclusive environment, in line with the Equality, Diversity & Inclusion Policy.
- As a user of University facilities, you are deemed to be using the facilities under the governance of this policy. You must not use the libraries in any way that contravenes this policy, or the subsidiary usage and other policies as published by the University.

In exceptional and unexpected circumstances, Libraries & Collections may need to adjust services to ensure it is operating safely. The [Libraries & Collections web pages](#) will provide details of any temporary changes in services. Library Users should follow safety advice given by staff, or provided on library signage.

## II. Definitions

**Library User** covers anyone using the library.

**Use of the library** constitutes use of spaces, services, facilities, or resources provided or managed by Libraries & Collections, including libraries, special collections, archives, third-party and online services.

**Library Resources** include books, journals, theses, DVDs and CDs, online databases, electronic journals and books (eresources), and archival material.

**Library staff** refers to any member of Libraries & Collections staff.

## III. Policy

### 1. Access

- 1.1. Except in the case of an emergency evacuation, you must always enter and leave the premises by the designated routes.
- 1.2. 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 you are using library facilities. (see Appendix 1)

### 2. Usage

- 2.1. Library spaces are divided into 'zones' designed to provide a range of different learning environments, which are indicated on the floor plans for our different library locations. You must ensure you are aware at all times of the [behaviours expected within the library spaces and zones](#) that you are using.
- 2.2. If your conduct falls below the expected standards, this will be regarded as a breach of Libraries & Collections Policy, your identification can be requested, and a record kept and/or misconduct procedures initiated. (see Appendix 2)
- 2.3. The libraries are provided for use in furtherance of the mission of the University, for example to support a course of study or research, or in connection with your employment by the institution. Use of the libraries for personal activities (provided that it does not infringe any of the Policy and does not interfere with others' valid use) is permitted, but this is a privilege that can be withdrawn at any point.
- 2.4. Use of the libraries for non-institutional commercial purposes or for personal gain requires the explicit approval of the Vice Chancellor and President, or nominated deputy.
- 2.5. 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. (see Appendix 3)
- 2.6. You may not make any resources provided by Libraries & Collections available to any other person who is not entitled to view, access or use them.
- 2.7. The Director of Libraries & Collections 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. (see Appendix 4)
- 2.8. It is your responsibility to monitor your library record (for example, the due dates of items on loan) and ensure that Libraries & Collections has your up-to-date contact details. (see Appendix 5)

### **3. Monitoring**

- 3.1 The University monitors and records the use of its libraries for the purposes of service planning, management and improvement, detection and prevention of infringement, law enforcement, and investigation of alleged misconduct. Any personal or sensitive data is managed in accordance with the requirements of the General Data Protection Regulation (GDPR).

### **4. Governance and the primacy of law**

- 4.1. All Library Users are required to use University sites, services, facilities, and resources provided or managed by Libraries & Collections, lawfully at all times.
- 4.2. When using electronic or virtual services (for example, online library resources and enquiry services) you remain subject to the same laws and regulations as in the physical world. It is expected that your conduct is lawful. Furthermore, ignorance of the law is not considered to be an adequate defence for unlawful conduct. When accessing services from another jurisdiction, you must abide by all relevant local laws, as well as those applicable to the location of the service.
- 4.3. All Library Users must comply with other University regulations and policies when using Library facilities (including the Academic Regulations and General Terms & Conditions for Students).

### **5. Breaches of Policy**

- 5.1. Breach of this Policy by members of the University is covered by the Non-Academic Misconduct Policy, the University's Ordinances and relevant Human Resources Regulations (academic staff), and the University's Capability and Disciplinary Procedures (for staff other than lecturers, senior lecturers, readers and professors). Breach by any Library User of the Policy and/or the procedures outlined in this Policy, and specific procedures as laid out on the University intranet, may result in the exclusion of that individual from any or all University sites, removal from any or all University sites and/or the suspension or cessation of services.

5.2. Information about a breach may be passed to appropriate law enforcement agencies, and any other organisations whose regulations you have breached. The University reserves the right to recover from you any costs incurred as a result of your breach. You must inform the University's Legal Compliance Manager if you become aware of any breach of these regulations.

## **6. Authority**

- 6.1. This Policy is issued under the authority of the College Education Committee which is also responsible for their interpretation and enforcement, and which may also delegate such authority to other people.
- 6.2. If you require clarification of any Libraries & Collections Policy or procedures, you should consult a member of library staff.
- 6.3. You must comply with any written or verbal instructions issued by people with delegated authority in support of this Policy. As well as library staff, this could include Security or Estates staff. If you feel that any such instructions are unreasonable or are not in support of this Policy, you may appeal to the Student Conduct and Appeals Office (students) or the Director of Libraries & Collections (other users).

## **Libraries & Collections Policy Appendix 1: Access**

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*

1. The following are entitled to use all services and facilities provided for use by Libraries & Collections:
  - a) Registered students of King's College London
  - b) University staff of King's College London.
2. Members of these categories must present a King's ID card to gain access.
3. Access on Bank Holidays is restricted to holders of King's ID cards.
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.
5. You should check your [entitlements](#) via the library webpages before visiting.

### *Requirements and conditions*

6. You should check for relevant [access and membership requirements](#) via the library webpages before visiting.
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 Libraries & Collections staff, or a member of Security staff. Where the photograph is not clear, additional confirmation of identity may be required.
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.
9. If your card is damaged or the barcode does not read with our equipment, you are also required to obtain a replacement.
10. Without an approved ID, membership card or pass you may not be allowed access. Please speak to a member of Security staff to find out if you are eligible for temporary access.
11. If we find someone else using your membership card or pass, it will be confiscated, and we will contact you.
12. All University Users wishing to access Archives or Special Collections items must present a valid University identity card on arrival at the reading rooms. External users must present two forms of identification, one photographic and one proof of address.
13. Users of the Archives will be required to complete Reader Registration and Digital Photography forms on their first visit agreeing to abide by the [rules governing the use of the Archives](#).
14. Visitors to the Foyle Special Collections Library are required to sign a Special Collections Library reader registration form on arrival.

## **Libraries & Collections Policy Appendix 2: Conduct**

If your conduct falls below the expected standards, this will be regarded as a breach of Libraries & Collections Policy, your identification can be requested, and a record kept and/or misconduct procedures initiated.

### *Acceptable and unacceptable behavior*

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 University's misconduct or disciplinary procedures. They should not be considered an exhaustive list.
2. In order to help maintain a safe, clean and tidy environment conducive to study, we ask that you:
  - a. Do not bring in food which is unpleasant or distracting to others. This includes hot and strongly smelling food, or food which is noisy when consumed.
  - b. Alcohol may not be consumed in library spaces, unless at an approved King's event.
  - c. Dispose of all litter responsibly.
  - d. Ensure your mobile phone is on silent and only used in line with the Library Zoning Policy.
  - e. 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.
  - f. Do not leave anything of value unattended, even whilst you go to the shelves, the café or another part of the building. Library staff, or Security staff will remove items left for long periods.
  - g. Present your approved ID, membership card or pass whenever it is requested by a member of library staff, or a member of Security staff. Where the photograph is not clear, additional confirmation of identity may be required.
  - h. Co-operate with requests to empty your bag for inspection. Library staff, or Security staff 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.
  - i. Do not distribute or place any flyers, handbills, newspapers or literature within the library spaces without prior approval from the Library Marketing & Communications Manager.
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 University'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 University.
  - g. Uses of the University 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 University or otherwise impacts upon the delivery of services to others through its scale or nature.
4. For illustration purposes, the following are some practical examples of unacceptable behaviour:

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

#### *Misconduct procedure*

- 5. Unacceptable behaviour will usually be addressed by a member of Libraries & Collections 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.
- 6. The matter may also be referred or escalated as appropriate in line with University's Misconduct Procedure, Dignity at King's Prevention of Bullying and Harassment Policy, the University's Ordinances and relevant Human Resources Regulations (academic staff), and the University's Capability and Disciplinary Procedures (for staff other than lecturers, senior lecturers, readers and professors).
- 7. Libraries & Collections may liaise with Conduct & Appeals to establish whether library access should be revoked for the duration of investigations of misconduct in line with Academic Regulations.
- 8. For Library Users who are not members of the University, unacceptable behaviour may lead to sanctions including suspension or cessation of access to spaces, services, facilities and/or resources.
- 9. King's Affiliates are to be held accountable to the standards outlined in this policy. Suspected misconduct can be escalated as an external complaint to the relevant company and/or department.

## **Libraries & Collections Policy Appendix 3: Licensing and legislative provisions, library circulation procedures and borrowing limits**

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.

### *Borrowing*

1. Borrowing entitlements and limits are set by the Director of Libraries & Collections.
2. Books supplied on Interlibrary Loan from libraries outside the University are subject both to these conditions and to any other conditions that may be imposed by those libraries.
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.
4. The resources you borrow are for your use only and must not be passed on to another person whilst borrowed in your name.
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.
6. Failure to receive notices for whatever reason cannot be accepted as a reason for late return of any item. You can login via [Library Search](#) to monitor and manage your library record online.
7. Fines will be incurred on late returned items. You should keep the printed or electronic receipt issued by self-service machines on return of items as proof of return.
8. If you withdraw from a course, are suspended, or leave the University for any other reason, you are responsible for ensuring that your record is clear and that all items are returned, and fines cleared.
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.
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.
11. The current fines limit before borrowing privileges are stopped is £10. If you have a very overdue item, you will need to return it before further items are borrowed and further action may be taken to recover costs.

### *Books and other loanable resources*

12. Details of [borrowing entitlements, limits and loan periods](#) are available on the library webpages.

### *Laptops*

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.

### *Theses submitted by students of the University*

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)*

15. King's College London's access to electronic resources is determined by the terms and conditions set out in existing agreements between the University 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 [library@kcl.ac.uk](mailto:library@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.

#### 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 10% of an e-book
- c. print single copies of or save limited extracts from a database.

#### 17. Not-permitted uses

- a. manual or automated systematic downloading of eresource content
- b. access eresources 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 10%
- e. sharing resources or passwords with people who are not King's staff or students.

#### 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 [eresources Intranet page](#).

### *Archives and Special Collections*

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.

19. Resources will be retrieved from closed access storage areas by prior request and Library Users will be asked to sign slips on receipt. Closed access storage areas may not be browsed and resources may not be borrowed and or made available digitally.
20. The Director of Libraries & Collections, 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 digitized
  - 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*

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

23. NHS Library Users are covered by a CLA Licence for the NHS, see our [guidance on copyright](#).
24. Further information and [guidance on copyright](#) can be found on our web pages.

## **Libraries & Collections Policy Appendix 4: Charges**

The Director of Libraries & Collections 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*

1. The Director of Libraries & Collections is responsible for levying charges on any library use for which a charge is made.
2. A charge is made for selected services in order to cover all the costs associated with providing them.
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.
4. A [list of charges and fines](#) is available on the library webpages.

### *Other charges*

5. Certain other charges may be passed on to us from the University and are thus passed on to the Library User who incurred that charge.
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 Libraries & Collections 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*

7. If you have outstanding fines of £10 or more, your borrowing rights will be suspended until the fine total is reduced to less than £10.
8. [Information about payment methods](#) is available on the library webpages.
9. You should remember to take the receipt provided as proof of payment of fines and keep it safely.
10. Libraries & Collections 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.
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.
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 University and referral to an external recovery agency.

## **Libraries & Collections Policy Appendix 5: Communications**

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

### *Communication to and from Libraries & Collections*

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.
2. Our communication to you may include invitations to provide feedback and input into service improvement.
3. We will advertise all the ways for you to contact us via the library webpages. If in doubt, use the email [library@kcl.ac.uk](mailto:library@kcl.ac.uk) or speak with staff within one of our libraries.
4. We recommend that you familiarise with the self-service facilities provided. For example, you can reserve a book via the Library Catalogue 24/7/365 without contacting library staff.
5. We will endeavour to ensure our notification services are reliable, however technical issues may arise from time to time.
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.
7. You are responsible for ensuring that we have your latest contact details, including term time and home addresses.