Library Service Expectations

Welcome to your Library

We can offer you:
- a collection of resources – print and online
- a number of services
- support and guidance
- a place to work

For you to get the best out of the Library, we also expect some things from you.

Part 1: What do we expect from you?

We expect you to use all the services we provide.

You can:
- ask us, when you aren’t sure how to find what you want or how to use our services.
- come to Library workshops – as part of your timetabled classes or from our range of optional workshops.
- borrow printed books.
- use the e-books, e-journals and other e-resources we provide.
- use our inter-library loans service to get unusual or specialist literature from other libraries.
- use Library space to study, use the computers or work with other students or colleagues.
- use our website to find out more about what we offer.
- ask us for guidance on how to reference your reading appropriately in your assignments.
- keep up to date with our Twitter feed or our Facebook page.

When you use our services, we expect you to:

- treat each other with respect and consideration.
- keep usernames and passwords secure and never share them.
- only remove library items from the library if they have been properly issued to you.
- return - or renew - library items by their due date.
- respect copyright and intellectual property rights of authors and creators.
- pay any fines you incur if you return or renew library materials late.
• pay the Library to replace any library material you do not return or which is lost or damaged while in your possession.
• let us know if you are having problems using the Library or its services.
• read and respond to emails or letters we send you.

In the Library itself, we expect you to:

• treat each other with respect and consideration.
• follow the guidance on signs displayed in the Library.
• keep conversations to an appropriate level for the study zone you are in.
• use technology quietly – turn phones to silent and use headphones.
• log off and remove your belongings from a study space or computer if you are going to be away for longer than it takes for a short errand.
• keep hot or smelly food outside the Library, and clear away all rubbish.
  (Definition: ‘Hot food’ was served hot, whether it is hot or cold at the time you eat it)
• bring your University ID card with you, to enter the building, to borrow and sometimes to return library materials.
• be careful of your belongings and don’t leave them unattended.
• let us know if you are disturbed by other library users, by contacting us in person or at library-enquiries@newman.ac.uk
• closely supervise any children you have with you, making sure their behaviour is appropriate to the zone you are in and that they are comfortable and secure.

Part 2: What can you expect from us?

Range of services

We aim to:
• provide books, journals and other library materials to support the reading strategies of your courses and modules.
• provide these resources in electronic formats that allow use on or off campus, where possible.
• lend you books and other library materials that support your courses and modules.
• provide scans of individual book chapters and articles for your tutors to include on your Moodle courses.
• provide workshops and one-to-one support to help you make best use of the facilities and services we offer.
• provide catalogues and lists of library resources, so you can find what we own.
• listen to you and provide opportunities for you to feedback and comment on our services – by using our comments scheme and attending Staff Student Consultative Committees and other departmental meetings and briefings.
• provide guidance on how referencing works and on the University’s standard referencing system.
• work with lecturers to understand the reading strategies they use to support and develop your learning.
• work with lecturers to provide resources and workshops to support these strategies.
• provide access to unusual and specialist reading materials through the inter-library loan service.
• give you opportunities to recommend materials for the Library to buy.
• let you know about changes, enhancements and all our news, using our website Twitter, Facebook and notices in the Library.

Borrowing

We aim to:
• let you borrow, renew and return library materials using self-service kiosks whenever the Library is open.
• provide clear guidance on our website about how many items you can borrow and how long you can borrow them for.
• let you know when library materials you have borrowed are almost due back. [This courtesy service is not guaranteed in all circumstances].
• allow you to manage your library borrowing account yourself, both on and off campus – including renewing books and paying fines.
• return books to the shelves promptly when they have been returned [usually the same day].
• allow you to reserve books that are on loan, so you can have them when they are returned.
• let you know promptly if we believe you have any overdue library materials, or owe fines to us.
• take account of your circumstances if you get into difficulties using the Library.

Using the Library building

We aim to:
• treat you with respect and consideration.
• be open from 7.30am until midnight every day, except for the University close-down period around Christmas.
• provide a clean, tidy and pleasant environment to work in.
• provide you with different types of study environment [Zones] to suit different ways of studying and learning.
• clearly mark the different zones of the Library, so you know where they are and how you are expected to behave in each zone.
• enforce our regulations, to provide a suitable working environment for everyone.
• provide bookable study rooms and booths for group tasks.
• provide suitable computers – desktop machines and/or loanable laptops – and networks with access to University facilities.
• provide printing and scanning facilities.
• let you know about any changes to our opening or service hours, using our website, Twitter, Facebook and signs in the Library itself.

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