

Learning Resources

UPR SA12 version 08.1

Policies superseded by this document

This document replaces version 08.0 of UPR SA12, with effect from 1 April 2021.

Summary of significant changes to the previous version

References to other UPRs have been updated. Minor amendments have also been made for clarification purposes only.

Glossary

A glossary of approved University terminology can be found in [UPR GV08](#).

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1 Introduction

- 1.1 These regulations apply, as appropriate, to all University learning resources and services.
- 1.2 Although the University will make reasonable efforts to provide appropriate learning resources and services, users should note that such provision may be affected by conditions which prevail from time-to-time. In such circumstances the University cannot accept responsibility for a level of service which may be less comprehensive than that normally provided.
- 1.3 All users of University learning resources and services and persons present in Learning Resources Centres (see section 3.3) must familiarise themselves with these regulations before using any learning resources and services provided by the University.

1.4 These regulations are available at:

<https://www.herts.ac.uk/about-us/governance/university-policies-and-regulations-uprs/uprs>

All of the other UPRs referred to in these regulations are available on-line via the above location.

2 Purpose and scope

2.1 The purpose of these regulations is to:

- a promote the effective use of University resources;
- b ensure compliance with legal, external and other requirements;
- c enable equality of access to and use of University learning resources and services for all authorised users in accordance with their respective privileges (see sections 5 and 11).

2.2 These regulations apply to all University learning resources and services provided to the users of those facilities and to persons present in Learning Resources Centres.

3 Definitions

For the purposes of this document the following definitions will apply:

3.1 'University':

the University of Hertfordshire;

3.2 'Learning resources':

learning resources, computing, library, media services, software and facilities for authorised users (see section 5) provided by the University in Learning Resources Centres and in teaching, office and residential accommodation on all campuses and online, off-campus over local, national and international networks;

3.3 'Learning Resources Centre (LRC)':

all Learning Resources Centres;

3.4 'prime provider':

all students on programmes leading to University of Hertfordshire awards and on programmes provided by the Hertfordshire Higher Education Consortium which lead to other Higher Education awards should have a designated 'prime provider' for learning resources, computing, library and media services. The prime provider is responsible for providing them with a full range of facilities and services appropriate to support their studies.

(The University is normally the prime provider for all students on programmes leading to University of Hertfordshire awards which are delivered direct by the University. The University may also act as secondary provider for other students on programmes leading to University of Hertfordshire awards.)

3.5 'Member of the University':

an individual granted membership of the University under the provisions of UPR GV06¹;

3.6 'external visitor':

any person who does not meet the criteria set out in section 5 of this document;

3.7 'RIPA':

Regulation of Investigatory Powers Act 2000.

4 Conditions applying to access and use

4.1 Access to and use of University learning resources and services is conditional on the user complying with all current legislation; with these regulations (SA12) and all other relevant University rules, regulations and procedures. These regulations (UPR SA12) must be read in conjunction with UPR IM20²; UPR IM08³; the Copyright Designs and Patents Act 1988 and subsequent regulations.

4.2 Legislation

4.2.1 Members of the University must have particular regard for and must not breach the following.

i Copyright, Designs and Patents Act 1988

Particular care must be taken not to commit any act that could breach the rights of the owner of any copyright work. Preliminary advice on copyright issues should be sought from the Chief Information Officer (or nominee).

ii Data Protection Act 2018 and Freedom of Information Act 2000

Members of the University who hold data relating to a living person must comply with the requirements of the Data Protection Act 2018³. Any storage of personal data (including names and e-mail addresses) must be carried out in accordance with the Act. Advice may be sought from the University's Records Manager and Data Protection Officer (e-mail: dataprotection@herts.ac.uk; Telephone: 01707 284904) concerning data protection issues³.

Freedom of Information requests should be directed by email to: foi-request@herts.ac.uk

¹ UPR GV06 'Membership of the University'

² UPR IM20 'IT and Computing Regulations'

³ UPR IM08 'Data Protection Policy and Privacy Statement'

E-mails and other documents created on the internet may be subject to requirements to disclose material under the Freedom of Information Act 2000. Members of the University, where applicable, should comply with the Freedom of Information Act 2000, under which a public body is obliged, subject to limited exceptions, to disclose information following receipt of a request made in accordance with the Act.

iii Computer Misuse Act 1990

Persons using information systems must not infringe this Act. Under the provisions of this Act the following acts (amongst others) may constitute criminal offences:

- a gaining unauthorised access to computer programs or data;
- b gaining unauthorised access with intent to commit or facilitate commission of further offences;
- a making unauthorised modifications to the contents of a computer with the intention of impairing the operation of the computer or relevant program or data.

iv Obscene Publications Acts 1959 and 1964, the Protection of Children Act 1978 and the Communications Act 2003

Persons using information systems must not infringe these Acts. Members of the University must take particular care not to transmit obscene or indecent material by any method, whether via the Internet, an intranet, extranet, e-mail or by any other means. In this regard, Members of the University must not commit any act whilst using the Internet, an intranet, extranet, e-mail or by any other means, whether an offence under the above Acts or not, which might reasonably be expected to cause offence to any third party.

v Equality Act 2010

Information or material which unlawfully discriminates against any person on the grounds of age, race, religion or belief, pregnancy and maternity, marriage or civil partnership, disability, sex, gender reassignment and sexual orientation must not be created, stored or distributed. Advice on Equal opportunities issues should be sought from the Head of the Equality Unit. Members of the University must not commit any act that could be interpreted as unlawful discrimination within the meaning and scope of any law, order, enactment or regulation relating to equality or discrimination.

vi Terrorism Act 2000 and Terrorism Act 2006

Persons using information systems must not infringe these Acts. Members of the University must not participate in any form of interference or disruption of an electronic system or display any material which may encourage or incite others to carry out acts of terrorism.

vii Counter Terrorism and Security Act 2015

The University is required by the Counter Terrorism and Security Act 2015, to have due regard to the need to prevent individuals from being drawn into terrorism (the 'Prevent Duty'). This Prevent Duty must be implemented by the University in a proportionate and risk based manner. The University fulfils its legal obligations by adhering to the guidance contained in the Revised Prevent Duty Guidance for England and Wales and the Prevent Duty Guidance for Higher Education institutions in England and Wales, as amended from time-to-time.

While fulfilling the Prevent Duty, the University will also have particular regard, and remains committed, to academic freedom and freedom of speech. The University expects that its staff and students will comply with the University's policies and procedures and will co-operate with the University as it carries out its institutional obligation to protect the welfare of its community members.

- 4.2.2 Any researcher, staff or student, who, for the purposes of their research, needs to access or store materials that may be considered sensitive under Obscene Publications, Counter-Terrorist or other relevant legislation, must obtain the prior written consent to such access from the Director of the Doctoral College who may not delegate this responsibility. In this regard, the Director of the Doctoral College acts as the institutional Lead for Research Integrity and nominee of the Secretary and Registrar, from whom such consent must be sought in the absence of the Director of the Doctoral College. The Director of the Doctoral College will ensure that a record is kept of all consents so given. Researchers to whom such consent is given will comply with all relevant regulations and guidelines to ensure the safe and secure storage of any material accessed and will comply with any conditions imposed on access by the Director of the Doctoral College.
- 4.2.3 Members of the University must not:
- i access, create, download, store or transmit unlawful material (including material that is or might be prohibited by the Counter Terrorism and Security Act 2015);
 - ii access, create, download, store or transmit material that is indecent, offensive, defamatory, threatening, discriminatory or extremist.
- 4.2.4 The University reserves the right to block or monitor access to such material.
- 4.2.5 Advice on compliance with the legislation cited in this section (4.2) should be sought from the Director of Legal Services and University Solicitor.

4.3 Material which is defamatory or offensive

Advice on defamation should be sought from the Director of Legal Services and University Solicitor.

Members of the University must not commit any act using the University's information systems which is defamatory or might reasonably be expected to cause offence to a third party.

4.4 RIPA, Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 and the Human Rights Act 1998 and Data Protection Act 2018

RIPA and the Regulations permit the University to intercept communications in certain circumstances to monitor⁴ or record communications through the University's telecommunications systems. Interception of communications is allowed for a range of purposes including, but not confined to, ensuring compliance with University regulations and to prevent or detect crime. The University does not need to gain consent from staff and students before interception takes place for any of these purposes, although in undertaking these operations the University will have proper regard for the Human Rights Act 1998 and to the Data Protection Act 2018.

4.5 Contempt of Court

It is implicit that users will not commit any act which could be prejudicial to any on-going case in any Court or held to be in Contempt of Court. Users should also note that the English Courts are increasingly using the laws covering contempt to restrict the transmission of sensitive information which relates, or might relate, to high profile cases which they are considering. Such restrictions apply as fully to information available on, or transmitted across, a restricted network (for example, between parties within the University) as to communications to someone external to the University or to information made available publicly, for example, on a web page accessed via a link from the University's site. The University would be bound to comply with any Order made by a Court for the provision of communication traffic or stored data that breached, or appeared to breach, a contempt of Court Order.

5 Authorised users

5.1 Individuals on whom the University has conferred the title 'Member of the University' in Membership A or Membership B (see UPR GV06¹) are authorised to use the University learning resources and services.

5.2 The Chief Information Officer may grant access to Learning Resources Centres and use of some learning resources and services to other persons where this is appropriate for the furtherance of the University's work and/or research and scholarship and/or the quality of the student learning experience. When granting access to persons not entitled to University Identity Cards, the Chief Information Officer will stipulate what will constitute proof of identity for the purposes of these regulations. Such persons may include:

- a Alumni of the University;
- b staff and students of other institutions with which the University has agreed reciprocal arrangements;
- c corporate and external members of the University Library;
- d other bone fide visitors with the prior agreement of the Chief Information Officer.

5.3 Further information concerning access to Learning Resources Centres and other service privileges may be obtained from the Library and Computing Services, College Lane Campus (Telephone: 01707 284678; e-mail: helpdesk@herts.ac.uk).

6 Personal identification

- 6.1 All persons within Learning Resources Centres are required to comply with the University's security regulations and procedures (see UPR HS05⁴).
- 6.2 For the proper administration of the University, Members of the University and other persons to whom they have been issued are required to produce their University identity cards when requested to do so by security or other members of staff.
- 6.3 Other persons who are not entitled to a University Identity Card must at all times carry with them satisfactory proof of identity as stipulated by the Chief Information Officer (see section 5.2). Visitors who are granted access to Learning Resources Centres and issued with a 'Visitor's Day Pass' are required to display their Visitor's Day Passes at all times whilst in the Learning Resources Centre and hand them in to security staff on leaving.
- 6.4 Any person within a Learning Resources Centre is required to show their University Identity Card/satisfactory proof of identity when requested to do so either by Library and Computing Services staff or by security staff.

7 Use of learning resources

University learning resources and services should normally be used only for purposes directly connected with the work of the University. Any activity which is not directly connected with the work of the University requires the prior written consent of the Chief Information Officer (or nominee) and may be charged for at an appropriate rate.

8 Access

8.1 Learning Resources Centres

- 8.1.1 A holder of a University Identity Card must use that card to gain entry to any Learning Resources Centre.
- 8.1.2 Holders of University Identity Cards should note the following extracts from UPR HS05⁴:

"Any attempt to reproduce or to forge a University Identity Card, or to use a card in a way that is inconsistent with the purposes for which it has been issued, or to allow a card to be used other than by the person to whom it has been issued, will be regarded as a breach of discipline." (see section 4.4.1, ix, UPR HS05⁴).

"Individuals who have reason to believe that they may have lost their Identity Cards or that their Identity Cards have been stolen, must notify the ID office **or** the Control Room (**1010**) **and** Library and Computing Services, immediately" (see section 7.6, UPR HS05⁴).

⁴ UPR HS05 'Security and Public Access'

- 8.1.3 All other users must show satisfactory proof of identity and obtain a valid 'Visitor's Day Pass' from Security in accordance with the arrangements agreed by the Chief Information Officer.

8.2 University on-line services and systems

- 8.2.1 Authorised users will be issued with individual personal accounts which have usernames and passwords or personal identification numbers (PINs) for access to University on-line services and systems and for book borrowing privileges.
- 8.2.2 The password or PIN used for an individual account is the only protection against unauthorised use of the resources that have been allocated to that person. The password-and PIN must, therefore, be kept confidential and secure by the individual account holder.
- 8.2.3 Users must select robust passwords in accordance with University password guidance. Users are responsible for the management of their passwords and must change them immediately whenever they have reason to believe that the confidentiality or security of their passwords has been compromised.
- 8.2.4 Users must not allow their accounts and username(s) to be used by anyone else, nor leave their accounts open and unattended at any time. Users are fully responsible both for the consequences of allowing others access to their accounts and for failing to keep their password(s) or PIN confidential.
- 8.2.5 Users are responsible for ensuring that they make secure back-up copies of their personal data files. They should also store saved work in at least two places. Any files saved to allocated personal data file storage space on the University's central systems are kept, are available for use subject to personal authentication and are backed up regularly. The backup provides for system recovery only. The University does not offer a personal file retrieval service but will use its best endeavours to restore saved files in the event of disaster or system replacement. Any files saved on computers in Learning Resources Centres rather than in allocated storage space on central systems are temporary files only and are deleted when the computer session ends.
- 8.2.6 Users must neither waste nor attempt to exceed any privileges or quotas allocated to them nor may they make use of, or attempt to make use of, any other user's privileges or resources or otherwise try to circumvent University regulations. This applies to University services and facilities and those accessed via JANET or other external link.
- 8.2.7 Users must use software and online resources, including online journals and e-books, strictly in accordance with the licence terms and conditions for their use by Members of the University (see section 10, UPR IM20²).

8.3 Off-campus access and access via wireless networks on-campus

- 8.3.1 Authorised users may use their individual personal accounts to access the University's on-line services over the internet from off-campus locations and via University wireless networks on-campus.

8.3.2 Users are responsible for their own computer hardware, software, Internet Service Providers and telephone services for off-campus and wireless network access to the University's on-line services.

8.3.3 Users are responsible for ensuring that all off-campus and wireless network use of these services is in compliance with these regulations and does not infringe University licence agreements.

8.4 Restrictions

Some facilities and services are normally available to authorised users only (see section 5). These include on-line information services, the managed learning environment and intranet (StudyNet), the internet, computing applications and electronic book and journal collections.

9 Conduct

9.1 General regulations

9.1.1 Users must not behave in such a way that they cause disruption or bring the University into disrepute. In particular, they will have due regard and respect for other users and the learning environment which they require in order to work. Unacceptable behaviour or activities would include, but are not limited to, playing games, the commercial or excessive use of social e-mail and the internet and disruptive behaviour in Learning Resources Centre study environments.

9.1.2 'Loopholes' or deficiencies present in any facility should not be exploited and, where found, must be reported to the Chief Information Officer.

9.1.3 Users may not use University online services and systems for the creation, display, storage, production, transmission or circulation of any form of advertising or of material which could be considered to be obscene, abusive or racist or in any other way offensive or which is intended to annoy.

9.1.4 Users must not deliberately take, corrupt or destroy other users' data or work, either in paper or electronic form. They must not in any way violate the privacy of other users or deliberately disrupt their work.

9.1.5 Users must not deliberately introduce into any system a computer virus or any other computer code which could interfere with the integrity or operation of that or any other computer system.

9.1.6 Users must ensure that any portable computer and computer media they use in University facilities are virus, spyware and malware free.

9.1.7 Users must not move, unplug, plug in or otherwise attempt to alter the configuration of any University computer hardware, software or other equipment.

9.1.8 Users must ensure that their use of personal portable computers and other equipment in Learning Resources Centres complies with University requirements and instructions for use. The University cannot accept any responsibility for users' personal equipment and software or its performance.

- 9.1.9 Users must not set up, offer, or provide any form of computer-based service to other users without the prior written consent of the Chief Information Officer (or nominee).
- 9.1.10 Users must acquaint themselves with basic network etiquette before using any network facilities. Care should be taken to avoid any action or statement which may bring the University into disrepute. Users must not act, or appear to act, as spokespersons for the University.
- 9.1.11 Any damage or loss of books and other information materials, equipment, applications or data must be reported to the Library and Computing Services immediately (T:01707 284678 or E:helpdesk@herts.ac.uk).
- 9.1.12 Most University information materials, software applications and recordings are subject to licence agreements and copyright restrictions. Users are personally responsible for any copying, printing and recording which they carry out and must ensure that they comply with current legislation and that they do not contravene these or any other University regulations. Users must check the advisory notices provided and, if they are unsure, seek advice from the Library and Computing Services via the Helpdesk.

9.2 Conduct in Learning Resources Centres

- 9.2.1 Smoking and the use of E-cigarettes is prohibited in all buildings (including study bedrooms) and within **10** metres of any building owned, occupied or leased by the University (see UPR HS06⁵).
- 9.2.2 Hot food and drink is permitted in Cafe Study only.
- 9.2.3 All mobile phones must either be switched off, or have the audible ring tone switched off, before entering silent study suites in Learning Resources Centres. The use of mobile phones in other areas must be kept to a minimum and should not cause disturbance to other users.
- 9.2.4 Visitors are required to observe the times specified for their use of Learning Resources Centres.
- 9.2.5 To ensure the best possible conditions for study, silence must be maintained in the silent study suites. In all other study environments, users must ensure that their conversations and activities are kept at a level that respects the study needs of other users.
- 9.2.6 Users must not damage or deface the buildings, fittings, furniture, equipment, books or materials.
- 9.2.7 Posters, notices or similar items must not be displayed in Learning Resources Centres without the prior consent of the Chief Information Officer (or nominee).
- 9.2.8 Users must not behave in a disorderly, disruptive, violent or abusive manner.

⁵ UPR HS06 'No Smoking Policy'

- 9.2.9 Users must ensure that areas which they use are kept clean and tidy at all times and that they dispose of waste paper and other rubbish in the bins provided and in accordance with any instructions of an environmental nature which may be displayed from time-to-time.
- 9.2.10 Some rooms, study areas and computers may be booked at certain times. Users must respect these bookings and vacate the room, area or workstation promptly if required to do so by Library and Computing Services staff.
- 9.2.11 When using University learning resources and services, external visitors are required to give priority to Members of the University.

10 Security in Learning Resources Centres

- 10.1 Users must take reasonable care of their belongings. The University does not accept responsibility for any loss or damage to users' property howsoever caused. The University reserves the right to remove to lost property any personal belongings left unattended in study suites in the Learning Resources Centres.
- 10.2 Children under **11** must be accompanied by an adult, kept under control and supervised at all times. Adults may be asked to remove children who are causing a disturbance.
- 10.3 Animals other than Assistance Dogs will not be admitted.
- 10.4 Fire, safety and security equipment and fire exits must be used only in an emergency.
- 10.5 In the event of an emergency or a fire drill, users must follow the instructions given by staff and security officers and leave quietly and quickly.
- 10.6 Users may not enter areas marked 'Staff only', without authorisation.

11 Lending services

11.1 Books and other information materials

- 11.1.1 The following groups are granted book borrowing privileges in accordance with the limits specified in this section. It should be noted that individuals who are not designated as authorised users in section 5 of this document are eligible for borrowing privileges only with the prior written consent of the Chief Information Officer (or nominee).
- i Individuals on whom the University has conferred the title 'Member of the University' in Membership B (see UPR GV06¹) which includes University staff;
 - ii Individuals on whom the University has conferred the title 'Member of the University' in Membership A (see UPR GV06¹), which includes University students;

- iii Society of College National and University Libraries (SCONUL) Access Scheme and other agreed, reciprocal schemes; individual external subscribers who meet the agreed criteria and whose applications have been approved by the Chief Information Officer.
- 11.1.2 Individuals granted borrowing privileges (see section 11.1.1, i and ii) will be provided with a personal lending account with a borrowing privilege of up to **25** books and other information materials at any one time from University Library collections available for loan. SCONUL Access Scheme members (see section 11.1, iii) will be provided with a personal lending account with a borrowing privilege of up to **5** books (of **4** week loan books only).
- 11.1.3 No items may be borrowed without a current University Identity Card. An Identity Card which can be used only for entry to Learning Resources Centres and for use of book lending services will normally be issued to persons to whom the Chief Information Officer has granted access but who are not otherwise entitled to University Identity Cards. A charge will normally be made for the Identity Card.
- 11.1.4 A user is personally responsible for all items borrowed on their lending account. Staff will not issue items on an Identity Card which is not that of the bearer and will make a report to security staff.
- 11.1.5 Authorised users are responsible for all transactions recorded on their individual book lending accounts and are required to check regularly the status of the transactions on their accounts, using the on-line self-service facility provided on the public access library system.
- 11.1.6 Authorised users are responsible for returning items borrowed by the latest due date indicated on the public access library system. A fine will be charged for the late return of any item.
- 11.1.7 Reminders and overdue notices are issued as a courtesy to all library users. Notices to individual authorised users concerning overdue loans and other matters relating to book lending accounts will normally be sent by e-mail to the personal e-mail address of the user concerned as recorded on University membership records. Authorised users are required to keep the University informed of their current e-mail address and to check their e-mail accounts regularly for official notices.
- 11.1.8 Items must be returned or renewed at the end of the loan period. Loans must be renewed by using the self-service book loan renewal facility on the public access library system. Loans will not be renewed where the sum of the outstanding fines accrued by the user requesting the renewal has exceeded the maximum amount permitted.
- 11.1.9 Items may not be removed from Learning Resources Centres unless the current correct borrowing procedures have been completed. Staff and security officers may, at any time, check the possessions of persons leaving Learning Resources Centres to ensure that all items belonging to the University have been issued correctly.
- 11.1.10 Items marked 'for use in LRC only', 'Not for Loan' or 'REF' may not be borrowed.

11.2 Inter-library loan services

11.2.1 Inter-library loan services are not available to corporate and external subscribers.

11.2.2 Inter-library loan services may normally be used only to obtain items not held in University Library print and digital collections. A fine may be charged for the improper use of these services.

11.2.3 The direct digital delivery service for inter-library loan items must be used in accordance with published procedures for this service. Inter-library loans not available for direct digital delivery must be collected by users in person, within the period stated, from the College Lane Campus Learning Resources Centre.

11.2.4 Items borrowed through inter-library loan services must be returned promptly by the date indicated on the public access library system. Requests to renew inter-library loan items are subject to the agreement of the external service providing the loan. All requests to renew inter-library loans must be made in accordance with published procedures. Any charges incurred by the University as a result of the late return or loss of inter-library loans will be invoiced to the user.

11.3 Equipment

11.3.1 Equipment for use in teaching accommodation

All bookings for the provision of equipment in teaching accommodation must be made in accordance with current University procedures. Equipment must be used in accordance with University regulations and procedures. Users are responsible for the security and proper use of the equipment during the period for which it has been booked. It will be assumed that the user is the person who has made the booking.

11.3.2 Equipment loaned in support of academic work

Where portable media equipment is available for loan to authorised users in support of the academic work of the University, users are responsible for the safe keeping of such equipment whilst it is in their care. The University may require the user to sign a personal indemnity against loss, theft or damage. Fines will be charged for the late return of such equipment. Users will be charged for the replacement cost of lost or unreturned equipment.

12 Printing and photocopying

12.1 Authorised users (see section 5) are provided with individual printing/photocopying accounts that use the individual's normal University username and password.

12.2 All printing and photocopying will be charged for at rates determined by the Chief Information Officer.

12.3 Authorised users must not allow their accounts and username(s) to be used by anyone else nor leave their accounts open and unattended at any time. They are responsible for all transactions recorded on their individual printing/photocopying accounts and are required to check regularly the status of the transactions on their accounts using the on-line self-service facility provided.

- 12.4 No refunds will be made on closure of printing/photocopying accounts and users should ensure that any unspent credit is used prior to closure of the account.
- 12.5 Refunds for poor quality print or photocopier output will be given only where the user has provided acceptable proof.

13 Use of external services

- 13.1 Authorised users may be eligible to use other external services which are available to the University through formal reciprocal agreements to which the institution is a party.
- 13.2 These external services must be used strictly in accordance with the regulations specified for their use. A failure to comply with these regulations will result in the withdrawal of the user privileges of the individual concerned.
- 13.3 Any charges incurred by the University as a result of the improper use of the external services referred to in this section (13), will be charged to the user responsible.

14 Sanctions and penalties

14.1 Sanctions

- 14.1.1 Users of University learning resources and services and any other persons present in a Learning Resources Centre must leave the premises immediately when requested to do so by staff authorised by the Chief Information Officer or by security officers.
- 14.1.2 The Chief Information Officer reserves the right to withdraw the use of some or all services and the use of Learning Resources Centres from any person who breaches any of the regulations set out in this document (UPR SA12).
- 14.1.3 Failure to comply with the regulations set out in document (UPR SA12) will result in disciplinary action being taken by the Chief Information Officer against the person concerned, in accordance with the appropriate University disciplinary procedures, and in the immediate withdrawal of that person's accounts. The person concerned may also be refused entry to Learning Resources Centres until the matter has been resolved.
- 14.1.4 In the case of external and corporate subscribers and members of the public, the University reserves the right to refuse access to its facilities and services where it is believed that they have breached these regulations.
- 14.1.5 Where it is believed that a criminal offence may have been committed the matter will be reported to the police.

14.2 Charges for overdue loans

14.2.1 Failure to return items

- i Where a book or other item is not returned in accordance with the requirements set out in these regulations, daily fines will be added to the user's lending account for each overdue item. If the total charges on the lending account reach the threshold limit the user will have their borrowing privileges suspended. Items can still be returned but the account will not be made active again until full payment of the outstanding balance is made. If the item is not returned and the loan becomes overdue by more than **4 weeks**, a charge for the full replacement cost of the item will be added to the lending account. The item will continue to accrue daily fines until it reaches the maximum item limit. A flat rate charge will apply where the actual replacement cost cannot be determined. Further information on the charges applicable is available on StudyNet.
- ii Where an un-returned item (see section 14.2.1, i) belonging to the University's library collection is returned subsequently by a user, any moneys already paid by the user to the University for the replacement of that item will not be refunded.
- iii Where an un-returned item (see section 14.2.1, i) obtained on inter-library loan is returned subsequently, it is only those moneys refunded to the University by the external service providing the loan which the Chief Information Officer may agree, at their sole discretion, to return to the user. In such cases the decision of the Chief Information Officer is final.

14.2.2 Failure to pay fines or other charges

In the case of student users who leave the University without having paid outstanding fines or printing or other charges or fail to return items or to pay the replacement cost of such items, the University reserves the right to take legal action against any person to recover property or debts until the matter has been settled to the satisfaction of the Secretary and Registrar (see UPR SA13⁶).

14.2.3 Damage to material

- i Where it is found that a book or other item or property has been damaged, either deliberately or by accident, the user will be charged the replacement cost of the item.
- ii Where it is believed that the damage may have been deliberate, a report will be made to the Chief Information Officer. It should be noted that the Chief Information Officer may report the matter, as appropriate, to the person's line manager or, in the case of a student, to their Programme Tutor.

14.2.4 Damage to property

All damage to property, whether deliberate or accidental, will be charged to the person responsible at a rate agreed between the Chief Information Officer and other University officers.

⁶ UPR SA13 'Student Discipline'

15 Complaints

Complaints concerning University learning resources and services will be dealt with in accordance with the appropriate University procedures and should be directed in the first instance by email to:

LCscomplaints@herts.ac.uk

stating the name of the complainant and their e-mail address for reply purposes. Where a complaint needs to be taken further, this must be done in writing and sent to the Library and Computing Services, University of Hertfordshire, College Lane Hatfield, Herts. AL10 9AB.

Sharon Harrison-Barker
Secretary and Registrar
Signed: **1 April 2021**

Alternative format

If you need this document in an alternative format, please email us at governanceservices@herts.ac.uk or telephone us on +44 (0)1707 28 6006.